Annual Report
1982-83

Ministry of Human Resources

Services for People

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ANNUAL REPORT

1982-83

MINISTRY OF HUMAN RESOURCES

SERVICES FOR PEOPLE

British Columbia Cataloguing in Publication Data
British Columbia. Ministry of Human Resources.
Services for people (1981/82)
Services for people. -- 1981/82-

Annual.
Continues: British Columbia. Ministry of Human Resources. Annual report ISSN 0317-4670
Report year ends Mar. 31.
ISSN 0317-4670 = Services for people

1. British Columbia. Ministry of Human Resources - Periodicals. 2. Public welfare - British Columbia - Periodicals. I. British Columbia. Ministry of Human Resources. Annual report. II. Title.

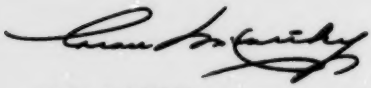
HV109.B7B74 354.7110684

Office of the Minister of Human Resources
Parliament Buildings,
Victoria, British Columbia

The Honourable Robert G. Rogers,
Lieutenant-Governor of the Province of British Columbia

MAY IT PLEASE YOUR HONOUR:

The Annual Report of the Ministry of Human Resources for fiscal year 1982-83 is respectfully submitted.



GRACE McCARTHY,
Minister of Human Resources

Ministry of Human Resources,
Victoria, British Columbia

The Honourable Grace McCarthy,
Minister of Human Resources,
Victoria, British Columbia

Madam:

I have the honour to submit the Annual Report of the Ministry of Human Resources for fiscal year 1982-83.

John Noble

JOHN NOBLE,
Deputy Minister of Human Resources

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SECTION I

Financial Report

MINISTRY FINANCIAL DATA

Table 1
Expenditures of the Ministry* by major program classification, 1982-83

Income Assistance and GAIN for Handicapped Benefits	$ 609.2	55.7%
Pharmacare	90.8	8.3%
Direct Community Services	90.3	8.3%
Family and Children's Services	83.9	7.7%
Special Programs for Retarded	68.9	6.3%
Rehabilitation Services	63.1	5.8%
Services to Seniors	33.8	3.1%
Renters' Tax Credit	22.0	2.0%
Administration	21.4	2.0%
Health Care Services	9.0	0.8%
TOTALS	$1,092.4	100%

* Expenditure figures in millions of dollars.

Note: Building occupancy costs have been allocated to Direct Community Services, Special Programs for the Retarded and Administration as appropriate. These costs were reported in total in Direct Community Services in the 1981-82 chart of expenditures.

Table 2
Gross Expenditures, Comparison of Fiscal Years 1978-79 to 1982-83

Year	Amount
1982-83	$1,092,421,553
1981-82	$822,843,045
1980-81	754,510,752
1979-80	648,800,000
1978-79	558,500,000

Table 3
Summary of Expenditures Related to Estimates, Fiscal Year 1982-83 (000s)

Vote Description	Main Estimate Voted	Additional Authorization And Budget Transfers	Total Authorized	Actual Expenditure	Percentage Of Total Expenditure	Over/ (Under) Expenditure
Minister's Office	$ 262	$ -	$ 262	$ 204	0.0	(58)
Ministry Executive and Program Support	53,180	(5,545)	47,635	44,396	4.1	(3,239)
Direct Community Services	81,536	(413)	81,123	77,776	7.1	(3,347)
Services for Families and Children	89,934	(6,225)	83,709	83,892	7.7	183
Rehabilitation Services	129,863	(7,801)	122,062	121,259	11.1	(803)
Gain Programs	522,076	121,878	643,954	640,266	58.6	(3,688)
Pharmacare	74,211	16,641	90,852	90,808	8.3	(44)
Services to Seniors	35,198	(1,235)	33,963	33,820	3.1	(143)
	986,260	117,300	1,103,560	1,092,421	100.0	(11,139)

In addition to the above, the ministry was authorized a budget of $6,413,272 to fund its share of an inter-ministry Employment Development program in 1982-83. The ministry's actual cost for participating in this program was $6,397,771.

FEDERAL COST-SHARING IN PROVINCIAL PROGRAMS

The Ministry of Human Resources provides a range of services to families, children, and persons disadvantaged because of age, handicap, or unemployment. The federal government contributes a significant share of the ministry's operating and program costs by agreement with the provinces under the Canada Assistance Plan (CAP) Act of April 1, 1966.

The Canada Assistance Plan accounts section of the ministry's Finance Division is responsible for filing all claims for cost-sharing under the Canada Assistance Plan. According to the terms of the Canada Assistance Plan, the province may claim up to 50 per cent of provincial expenditures on income assistance and social services from the federal government.

The province is responsible for providing social programs but the federal government restricts the types of programs it will support. For example, the ministry provides SAFER and Pharmacare to persons 65 years of age and over, but the federal government does not share in the cost as eligibility for these programs does not depend on a means test.

During fiscal year 1982-83, ministry expenditures totalled $1,098 million, of which $847 million was eligible for cost-sharing. The province received $435 million from the federal government under the Canada Assistance Plan of which $12 million represented settlement of claims relating to prior years' expenditures.

All cost-sharing under the Canada Assistance Plan is based on claims submitted by the Ministry of Human Resources and, to ensure that full advantage is being taken of cost-sharing provisions of the Act, the ministry has provided cost-sharing guidelines to other ministries in the province. In 1982-83, $28 million was recovered for other ministries' programs by the CAP accounts section. In addition, $0.7 million was received from the federal government and distributed to municipalities for CAP cost-sharing of municipal grants to approved agencies.

The Department of Indian and Northern Affairs reimbursed the province for $11 million spent on services to status Indians on reserves, including children-in-care, in 1982-83.

Historically, local authorities have been responsible for providing social assistance programs. Between 1974 and 1977, the administration of social services was integrated in the Ministry of Human Resources. Up until 1981-82 municipalities were billed by the Ministry of Human Resources for costs of shareable programs on a per capita basis.

SECTION II

Administration and Organization

MINISTRY ADMINISTRATION AND ORGANIZATION

The Ministry of Human Resources delivers a broad range of social services and income security programs, including income assistance, assistance to the handicapped and the elderly, child welfare services, residential services for the handicapped, subsidies for day-care, homemakers, and a variety of other programs. Policy, priorities and program content for these services and programs are determined by government through legislation, and cabinet and ministerial direction.

The nature of ministry programs and functions requires a regionalized structure, assisted by a centralized core of tightly integrated programs and support services. The regional, institutional, and headquarter levels are inter-related in a matrix-type organizational structure. Together, they work to decentralize all practical decision-making. Direction and control of the organization is provided by the Deputy Minister and Executive Staff.

The Deputy Minister and Assistant Deputy Minister together comprise the Office of the Deputy Minster and are responsible for ensuring that the ministry's policies, priorities, and program content, determined by the government, are properly administered. Effective early 1983, several central support divisions which previously had reported to the Office of the Deputy Minister began reporting to Executive Staff. These divisions are Pharmacare, Management Information Services, Information Services, and Federal-Provincial Agreements. The audit team continues to report to the Office of the Deputy Minister but functions administratively under the Executive Director of Finance. These changes were made to consolidate the central support services under executive directors.

Executive committee members advise the Deputy Minister on policy and administration, and assume overall responsibility for assigned programs and the delivery of all services in designated geographic areas of the province. The members include the Deputy and Assistant Deputy Minister, six Executive Directors, and the Director of Strategic Planning. Program and regional assignments to executive committee members may change occasionally in response to shifting work load demands and priorities. Assignments to executive committee members in 1982-83 are depicted on the organizational chart.

Institutions

There are three institutions which provide care for the mentally handicapped: Glendale Lodge in Victoria, Tranquille near Kamloops, and Woodlands in New Westminster. Through these institutions, the ministry provides comprehensive assessment, planning, training, and residential services for mentally handicapped adults and children.

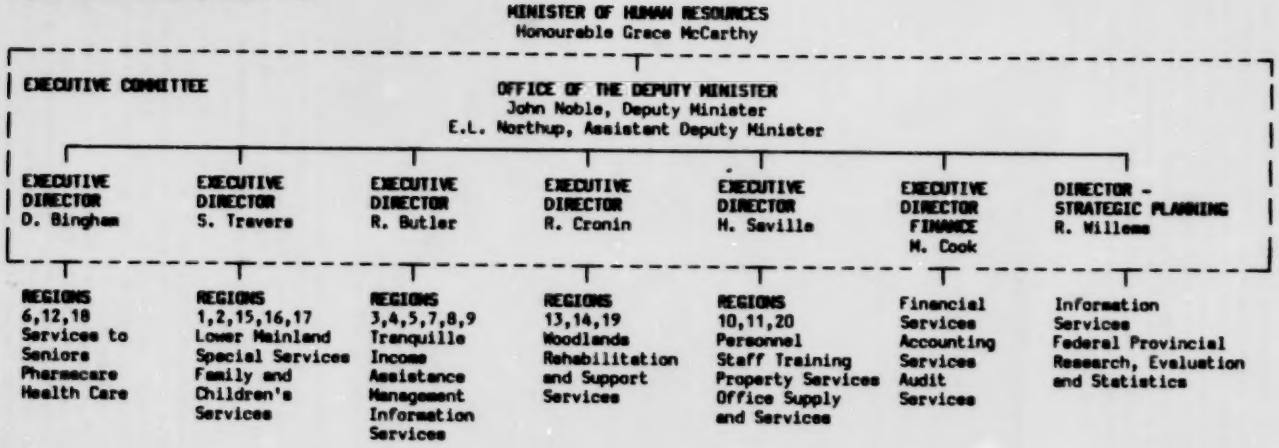
Headquarters Support Services

Five program divisions provide support to executive directors and regional staff. These are Family and Children's Services, Income Assistance, Rehabilitation and Support Services, Services to Seniors, and Health Care. The major responsibilities of these divisions include program planning, coordination and monitoring, policy development and documentation, and consultative services for regional staff on policy, practice and procedural questions.

The Office of the Comptroller is responsible for providing support services to the organization in accounting and office administration. Responsibilities include paying accounts and preparing the payroll, assisting in budget preparation, providing financial management reports, distributing office supplies and equipment, providing property services, and preparing statistical and other record material.

Personnel and Staff Training provides support services in organization and classification studies, labour relations, safety, and in the recruitment, orientation, work performance evaluation, and training of staff. This division is also responsible for delivering library services to ministry staff.

Figure 1
Ministry of Human Resources
Organizational Chart, March 1983



Other central support divisions include Management Information Services, which is responsibile for co-ordinating the development, design, implementation and maintenance of management information and operating systems; Information Services, which provides public relations and communication services; Audit Services, which is responsible for internal auditing to ensure that payments and practices correspond to policy; Federal-Provincial Agreements, which provides consultation relating to cost sharing of ministry programs and policy analysis; Research, Evaluation and Statistics, which provides statistical analysis and evaluations of ministry programs; and Pharmacare, which provides full or partial assistance with the cost of designated prescription drugs and medical supplies.

SERVICE DELIVERY SYSTEM

The ministry's numerous social welfare programs are delivered through the local district office, under the direction of a district supervisor. District offices are located in all larger communities and within relatively easy commuting distance of smaller communities, except along the British Columbia coast and in the extreme northwest of the province. Offices are located and staffed to serve a particular neighbourhood or area.

The province has been divided into management regions, each under the direction of a regional manager. The regional managers are accountable for delivery of social services and income assistance programs within their regions. Their responsibilities are to ensure that delivery takes place according to established policy, and to the level of quality defined by the ministry. The regional managers have significant autonomy in managing staff, deploying resources, reviewing and approving contractual services, recommending grants to community agencies, and approving services in exceptional situations. Their responsibilities also include monitoring services and expenditures, co-ordinating regional personnel and staff training activities, formulating budgets, and handling public enquiries and client appeals.

The ministry's 20 regions and district offices are:

Region 1: **Vancouver East** (6 offices).
Region 2: **Vancouver Burrard** (9 offices).
Region 3: **Okanagan** (headquarters at Vernon); offices at Grand Forks, Kelowna (2 offices), Oliver, Penticton (2 offices) and Vernon (2 offices).
Region 4: **Kootenays** (headquarters at Nelson); offices at Castlegar, Cranbrook, Creston, Fernie, Invermere, Kimberley, Nelson, New Denver, Trail, and Sparwood.
Region 5: **Prince George-Cariboo** (headquarters at Prince George); offices at Fort St. James, Mackenzie, 100 Mile House, Prince George (5 offices), Quesnel, Vanderhoof, Valemount and Williams Lake.
Region 6: **Fraser Valley** (headquarters at Abbotsford); offices at Abbotsford, Aldergrove, Chilliwack (2 offices), Clearbrook, Hope, Langley, and Mission.
Region 7: **Prince Rupert/Bulkley Valley** (headquarters at Terrace); offices at Burns Lake, Granisle, Hazelton, Houston, Kitimat, Massett, Prince Rupert, Queen Charlotte City, Smithers and Terrace.
Region 8: **North and South Peace River** (headquarters at Dawson Creek); offices at Cassiar, Chetwynd, Dawson Creek, Fort Nelson and Fort St. John.
Region 9: **Kamloops Mainline** (headquarters at Kamloops); offices at Ashcroft, Clearwater, Golden, Kamloops (3 offices), Lillooet, Merritt, Princeton, Revelstoke and Salmon Arm.
Region 10: **Vancouver Island North of Malahat** (headquarters at Duncan); offices at Campbell River, Courtenay, Duncan (2 offices), Nanaimo (3 offices), Parksville, Port Alberni and Port Hardy.
Region 11: **Victoria West** (6 offices).
Region 12: **Fraser South** (headquarters at Delta); offices at Delta (2 offices), Richmond (2 offices) and White Rock.
Region 13: **Fraser North** (headquarters at New Westminster); offices at Burnaby (5 offices) and New Westminster (3 offices).
Region 14: **North Shore/Sunshine Coast** (headquarters at North Vancouver); offices at Bella Coola, North Vancouver (3 offices), Powell River, Sechelt, Squamish and West Vancouver.
Region 15: **Downtown Strathcona** (7 offices).
Region 16: **Vancouver South** (9 offices).

Region 17: **Vancouver West** (6 offices).
Region 18: **Surrey**, offices at Bridgeview, Cloverdale, Guildford, Newton and Whalley.
Region 19: **Coquitlam/Maple Ridge** (headquarters at Coquitlam); offices at Maple Ridge (2 offices), Port Coquitlam (3 offices) and Port Moody.
Region 20: **Victoria East** (5 offices).

Figure 2
Ministry of Human Resources Regional Map

Region 1: Vancouver East
Region 2: Vancouver Burrard
Region 3: Okanagan
Region 4: Kootenays
Region 5: Prince George-Cariboo
Region 6: Fraser Valley
Region 7: Prince Rupert-Bulkley Valley
Region 8: North and South Peace River
Region 9: Kamloops Mainline
Region 10: Vancouver Island North of Malahat
Region 11: Victoria West
Region 12: Fraser South
Region 13: Fraser North
Region 14: North Shore-Sunshine Coast
Region 15: Downtown Strathcona
Region 16: Vancouver South
Region 17: Vancouver West
Region 18: Surrey
Region 19: Coquitlam-Maple Ridge
Region 20: Vancouver East

FINANCIAL SERVICES

The Finance Division under the overall direction of the Executive Director for Finance has direct responsibility for the ministry's system of financial administration. This responsibility includes developing and implementing financial policies, procedures and systems, budget preparation, financial reporting and accounting operations.

The Finance Division has 111 staff located in branch offices in Victoria and Vancouver.

Three main functional areas carry out the division's responsibilities. Financial Operations is responsible for developing and implementing financial policies and accounting procedures, processing all ministry expenditures for payment and submitting revenue claims under the Canada Assistance Plan. Financial Planning and Budgets is responsible for compiling the ministry's annual budget, providing consultation and advice to managers relating to the budget process, and providing financial reports, analyzing expenditure patterns and preparing expenditure forecasts. Financial Systems is responsibile for establishing and assessing control standards in computerized financial systems and recommending approval of phases in systems development.

1982-83 Accomplishments include:

- The acquisition of a microcomputer for the purpose of implementing an accounts receivable system. To date the system handles employee travel advances.

- The introduction of direct electronic bank deposit of payments for day care centres. This system of making payments is operating for 50 day care centres and will be expanded to other centres and programs as experience is gained.

- The settlement of final claims under the Canada Assistance Plan for previous years. Settlement of these claims had been delayed as a number of contentious issues had to be addressed. The establishment of a Federal-Provincial Audit and Settlement Committee was instrumental in resolving these issues.

- The establishment of a project to introduce an improved Financial Information and Control System which will improve the ministry's ability to address Treasury Board's financial policies. Implementation of the system is scheduled for September 1983.

- The completion of a Payment Protocol Agreement between the ministry and the Office of the Comptroller General. This document established time commitments for processing payments for ministry social service programs.

Objectives for 1983-84 include: combining the ministry's two Child-in-Care computer systems, implementing the new Financial Information and Control System, converting additional accounts receivable to the microcomputer system and working with the GAIN Project Team to ensure that the new GAIN Payment System contains adequate financial controls and has the capability of recording accounts receivable.

MANAGEMENT INFORMATION SERVICES

Management Information Services Division (MISD) is responsible for developing and managing the operation of all data processing systems within the ministry. The division supports management and staff in identifying and formulating their needs to ensure effective delivery of ministry programs. Management Information Services also co-ordinates activities with the British Columbia Systems Corporation which provides equipment and specialized technical expertise and direct services.

Services are provided through three departments within the division.

User Support

This department provides a bridge between MISD technical staff and field user staff. Interface co-ordinators interpret user needs to the MISD technical staff and co-ordinate implementation activities.

Field Support Assistants provide training, consultation and trouble-shooting for financial assistance field staff. Through the Office Procedures and Central Records Section, this department also operates a central index, co-ordinates the development of office procedures, and provides clerical training and consultation in systems use. The replacement of the Central Records Section by an Electronic Registry is planned for 1983-84.

Systems Maintenance and Development

Technical services in developing and maintaining program software and hardware is provided by this department.

Operations

The Operations Department is responsible for direct data processing operations and liaison with British Columbia Systems Corporation and other suppliers. Both the Systems Maintenance and Development Department and the Operations Department work very closely with the British Columbia Systems Corporation and third party contract technical staff in providing services.

In 1982-83, the data processing budget of Management Information Services was $6,872,554 for services provided to nine ministry and support divisions:

- Division of Strategic Planning
- Services to Seniors
- Pharmacare
- Personnel Division
- Division of Finance
- Family and Children's Services
- Special Support Services
- Income Assistance
- Institutions

During 1982-83, Management Information Services was involved in several major activities. The GAIN Management Information Project continued and it is estimated that benefits should result in significant savings in program costs beginning in October, 1983.

Planning for the development of an automated system to update documentation for systems manuals has continued. This project may eventually encompass non-electronic systems manuals to enable a co-ordinated approach to implementing policy or procedural revisions in all manuals.

During the year, the division examined existing procedures in MISD, to identify and develop any procedures not documented. The division has documented most MISD procedures in several manuals: one series for MISD staff clearly outlining internal procedures, and another for field users, explaining how to effectively use the various services provided by the division. The Field Users' Manual is expected to be available by 1984. The project has developed internal procedures for controlling and measuring the results of existing programs.

During 1982-83 a major reorganization of the User Support Department took place by amalgamating functions and eliminating unnecessary procedures. This has resulted in the release of positions and a more efficient service. Further efficiencies will occur in 1983-84.

During 1982-83 the transfer of the GAIN Payment System from ICBC to BCSC hardware was begun and was almost complete by March. MISD operations department contributed in a major way to making this transfer successful.

Work was begun on the amalgamation of the Vancouver and Victoria child-in-care payment system. This should be completed in 1983-84.

OFFICE SUPPLY AND SERVICES

Office Supply and Services provides a range of support services to the ministry, including analyzing and consulting on administrative needs for various programs, co-ordinating the purchase of supplies and equipment, planning and co-ordinating communications and microfilming services for headquarter divisions. This division also provides mail service within the ministry, and copying and distribution of policy program procedures and administrative information.

The Victoria copy centre and stockroom use a variety of machinery to produce extensive printed material including operational directives and administrative circulars, policy manuals and amendments, and forms required by divisions. Most of this material is distributed to field offices throughout the province, excluding Vancouver and Lower Mainland.

A separate copy centre and stockroom in Vancouver serve the district offices of Vancouver and the Lower Mainland. The Vancouver copy centre and stockroom are similar to the Victoria operation in size and purpose, but place more emphasis on divisional requirements such as training manuals, pamphlets and brochures, and printed material for family and children's programs. In addition, a large variety of Queen's Printer catalogue items are stocked for distribution by the copy centre's delivery services to ministry offices. In 1982-83, the Vancouver copy centre produced 7.1 million items, and the Victoria copy centre produced 9.5 million items.

A ministry mail service works in co-operation with the Postal Branch of the Ministry of Provincial Secretary and Government Services, to provide daily deliveries to headquarters staff and local Victoria offices. Allministry needs relating to office equipment and supplies are provided by Office Supply and Services. Requests for equipment and supplies are approved according to Queen's Printer and Purchasing Commission guidelines. Contact with outside suppliers for furnishings and equipment is an ongoing procedure.

In addition to the foregoing services, Office Supply and Services has responsibility for design, storage and distribution of forms used within the ministry.

AUDIT SERVICES

Under the authority of the Guaranteed Available Income for Need Act (section 23) the Audit Services Division audits operations and systems to evaluate the adequacy and effectiveness of internal control systems, and to determine whether policy is invariably and uniformly administered throughout the ministry. These audits are planned, co-ordinated and executed on a cyclical basis to help achieve ministry operational goals.

Audit Services Division is responsible directly to the Office of the Deputy Minister. This organizational structure assures that audit findings and recommendations will be considered and followed up at the highest managment level and it also provides the degree of independence needed to achieve audit objectives. Audit appraisal activities are co-ordinated through an audit committee which provides a direct link with the ministry executive. The audit committee is structured to endorse and support the activities of Audit Services and to promote a high degree of interest in establishing and maintaining good systems of internal control.

Table 4
Audits Completed, 1982-83

Ministry Regional Offices	1
Ministry District Offices	41
Ministry Support Service Programs	1
Nonprofit Organizations funded by the Ministry	10

STRATEGIC PLANNING BRANCH

The Strategic Planning Branch was established late in 1981, with the appointment of the director in December. The director, reporting to the office of the deputy minister, serves as a member of executive committee and is responsible for providing the deputy minister and executive staff with co-ordinated and comprehensive evaluation for all ministry programs; research and economic analysis; analysis of program and policy proposals and co-ordination of medium and long-range planning activities; and advice concerning cost-sharing arrangements and intergovernmental program interaction.

Divisions of the branch include Research, Evaluation and Statistics and Federal-Provincial Agreements. Fiscal year activities of each division within the branch are outlined individually.

RESEARCH, EVALUATION AND STATISTICS

The Research, Evaluation and Statistics division is responsible for developing and maintaining statistics for program monitoring, supporting policy development, evaluating programs, researching issues of importance to the ministry, and providing consultation to senior staff. Since the creation of the Strategic Planning Branch in 1981-82, the division's scope of responsibility has expanded to include all ministry programs.

During 1982-83, the division continued to develop computer-based data and statistics for program monitoring, policy development, evaluation, and research. Individual Opportunity Plan (IOP) and the Child Protection Registry information systems were significantly enhanced. Family and Children's Services (F&CS) historical statistics were assembled to support evaluation and research.

New monthly GAIN Program monitoring reports were developed for fiscal year 1983-84. A project to automate the remaining GAIN manual field statistics was started in conjunction with the Income Assistance Division and Finance Division. The manual field IOP statistics were replaced with improved automated statistical reports. Development of IOP monitoring reports for senior management was initiated. In the F&CS program area new automated field statistics and reports for the Children-in-Care (CIC) program and the Child Protection Registry were developed. Development of a monitoring system for Intensive Child Care Resources was begun.

The division conducted a review of youth intervention services in the Capital Region, a preliminary review of the rehabilitation officer position, a description analysis of adoption disruptions, and a community needs assessment. An evaluation of the three major institutions for the mentally retarded was initiated. A review of the history of child welfare using the assembled historical data was completed. Preliminary work on an explanatory model of CIC caseloads and expenditures was started. Two investigations of the relationship between the GAIN program and unemployment insurance were completed and the model of GAIN caseloads and expenditures was updated, tested and assessed.

FEDERAL-PROVINCIAL AGREEMENTS

The Federal-Provincial Agreements division was formed in 1978 to provide analysis of the impact of federal initiatives on ministry programs. In 1982 it became a part of the newly formed Strategic Planning Branch.

The objectives of Federal-Provincial Agreements Division are to ensure that the maximum revenues are obtained through federal cost-sharing agreements; that the ministry's position is presented as requested in federal-provincial, interprovincial and interministerial meetings; and that, in the preparation of ministry program policy, the impact of federal cost-sharing agreements is taken into account.

A review of cost-sharing of ministry programs was completed in 1982. It showed that current cost-sharing of existing programs under the Canada Assistance Plan (CAP) is optimal anad that British Columbia is in a leadership position in Canada. With regard to outstanding cost-sharing for prior years, the division is working with federal officials through a federal-provincial audit and settlement management committee to finalize the outstanding claims.

An important new federal-provincial thrust was initiated in 1982 by the federal and provincial deputy ministers of social services when they struck a continuing committee of officials to work on a number of tasks of mutual interest. Federal-Provincial Agreements Division is currently co-chairing the committee on behalf of the provinces.

The federal and provincial ministers of social services in 1982 undertook a joint study to determine the feasibility of establishing and operating a national disability benefit program and equivalent alternatives. The task force will examine both insurance and non-insurance based alternatives. Federal-Provincial Agreements Division represents British Columbia on the task force.

The divison carried out preparations for and participated in the annual interprovincial meeting of Deputy Ministers of Social Services in Edmonton in mid-1982. The division also participated in the preparation of the provincial Green Paper on Pensions issued by the Ministry of the Provincial Secretary and Government Services during the year.

The division provides expert advice on administrative and financial arrangements with the federal Department of Indian and Northern Affairs regarding ministry programs for native Indians on and off reserve. In 1982-83 the division continued to monitor the progress of the various agreements in place in the province as well as in other provincial jurisdictions.

INFORMATION SERVICES

Information Services is responsible for providing information about the ministry's programs and services to the public, to the media and to special interest groups. Services are provided through a Victoria office which co-ordinates public information activities province-wide, and a community relations office in Vancouver which also provides support services to ministry staff and public information in the Lower Mainland.

The division's objectives are to co-ordinate and facilitate release of information to the media, to develop and distribute materials that will assist field staff in their community education endeavours, and to provide support to the ministry's executive in the area of public relations and information release.

Ongoing responsibilities include researching and drafting press releases, pamphlets and speeches; arranging for press conferences and special events; preparing and distributing articles on ministry services; responding to requests for information from the media, special interest groups and individuals; and maintaining information on ministry activities. In addition, the division monitors media coverage of ministry activities and prepares and produces the ministry's annual report.

During 1982-83 the final stage in a revision process for the annual report was completed with the release of the 1980 report and the 1980-81 annual report. Information Services was instrumental in the revision, which saw a changeover from a calendar year reporting period to a fiscal one and the inclusion of additional statistical information on ministry activities and expenditures.

A major focus of the division in 1982-83 was the development of public education materials for use by field offices in their community relations work. The ministry's portable display was completed and became available for use by district offices around the province for open houses and community events. In addition, a comprehensive information kit describing all ministry programs and services was produced for use by field offices. A new public announcement for the ministry's Helpline for Children is in development phase and is planned to be released in 1983.

PERSONNEL AND STAFF TRAINING

Personnel Division provides assistance to ministry management in the areas of position classification and organization, labour relations, occupational health and safety, employee benefits administration, and in the recruitment, selection and training of staff.

Personnel offices are situated in four locations: Vancouver, New Westminster at Woodlands, Kamloops at Tranquille, and Victoria.

At March 31, 1983, there were 5,102 regular full-time ministry positions. These positions include 126 management and 412 divisional staff, 3,052 field services staff, and 1,502 institutional services staff.

Table 5
Personnel Activities, 1981-82 and 1982-83

	1982-83	1981-82
Vacancies filled	333	751
Promotions	96	175
Reclassifications	258	294
Resignations	469	1044
Transfers (non-promotional movement of staff)	198	246

COMMUNITY HUMAN RESOURCES AND HEALTH CENTRES

Community Human Resources and Health Centres provide social services, public health nursing, mental health programs and primary medical care. The centres are jointly funded by the Ministry of Human Resources and the Ministry of Health. Elected citizen boards are responsible for administering programs and providing services in co-ordination with both ministries.

There were four centres in the province, located at Houston, Granisle, Queen Charlotte Islands, and Victoria (James Bay). On July 15, 1982, the Houston Human Resources and Health Centre officially closed. The staff delivering services provided by the Ministry of Human Resources became public employees working for this ministry. Health services continue to be provided by the Houston Health Care Services Society.

In 1982-83 the Ministry of Human Resources expenditures for the centres were:

- Granisle	$ 63,115
- Queen Charlotte Islands	147,840
- Victoria (James Bay)	203,317

BRITISH COLUMBIA COUNCIL FOR THE FAMILY

The British Columbia Council for the Family, operating under the Society Act of British Columbia, has three objectives:

- To be a forum for representatives of communities throughout the province to communicate with each other, and with government and voluntary agencies, concerns about the needs of the family;
- To stimulate and facilitate self-help projects to support and strengthen families; and
- In association with local, provincial, national and international groups; to further public knowledge and to promote public concern about the well-being of the family.

The British Columbia Council for the Family is a nonprofit organization which was incorporated in 1977. This is the only provincial agency wholly concerned with the well-being of the family. A wide network of members and affiliated agencies support the work of the British Columbia Council for the Family in almost every community in the province.

The council initiates and supports family support programs and provides program materials and resources to individuals, churches, colleges, private agencies and others working with families. This year saw the publication of the handbook "Growing Together: Family Resources Centres in British Columbia" in response to community requests on how to set up a family centre.

Two new Family Focus pamphlets were also published: "Family Games--Family Fun" and "Income and Housing". A Newsletter containing information about council activities, current family concerns and resource addresses is published quarterly.

Arrangements are now being made to transfer the printing and sales of the council's handbooks to Queen's Printer Publications in order to ensure wider and more efficient distribution.

Family Month in May is an ongoing program initiated by the British Columbia Council for the Family in 1977. In the early years, a great deal of time and effort was expended on the production of Family Month Kits and other materials for contact persons in each community. Much of the initiative and leadership now comes from the communities.

This year the council produced its first television series: "Everybody's Children" on Knowledge Network, with financial support of the Vancouver Foundation, and the co-operation of the Ministries of Human Resources, Health and Education. The response was such that another series is planned for the coming year.

The Ministry of Human Resources supports the work of the British Columbia Council for the Family by providing office space and salaries for a director and secretary. In addition the council raises funds through donations and membership fees to cover the cost of program development and other related activities.

Table 6
BC Council for the Family, Expenditures, 1978-79 to 1982-83

Year	Source of Funds		Total Expenditure
1982-83	Ministry	$66,960	
	Council	17,054	$84,014
1981-82	Ministry	59,113	
	Council	12,891	72,004
1980-81	Ministry	48,237	
	Council	24,814	73,051
1979-80	Ministry	45,897	
	Council	24,760	70,657
1978-79	Ministry	41,580	
	Council	19,020	60,600

SECTION III

Family and Children's Services

INTRODUCTION TO PROGRAMS AND SERVICES

Family and Children's Services programs provide a range of services under the statutory authorities of the Family and Child Service Act, the Guaranteed Available Income for Need (GAIN) Act, the Adoption Act and the Child Paternity and Support Act. The goal is to support the integrity of the family unit. The programs are designed to assist families, when necessary, to take responsibility for providing good care for their children. However, the ministry, through the office of the Superintendent of Family and Child Service, is obligated under the provisions of the Family and Child Service Act to intervene in situations where children in their own homes or elsewhere are in need of protection.

The program areas which come under the umbrella of Family and Children's Services are Family Support Programs, Child Care Programs (including Child Protection Services) and some specialized programs under Lower Mainland Special Services.

FAMILY SUPPORT SERVICES

The goals of Family Support Services are to preservethe integrity of the family unit, to enable children to remain within their own families and communities, and to encourage independent functioning.

Family support programs include Special Services to Children, Family Support Homemakers, Rehabilitation Resources, and CHANCE.

Special Services to Children

The objective of this program is to support families in caring for children with exceptional physical, social, or behavioural needs, and to enable these children to remain in their own homes and communities. These services are provided under the statutory authority of the Guaranteed Available Income for Need Act (section 2, subsection 1).

The ministry purchases services from private community societies which employ child care workers who have the required skills. Services may include counselling and other support services designed to help children and their families deal with and resolve difficulties in relationships and child management.

Special Services to Children is a flexible program which offers services for a wide variety of problems and can be used in a variety of settings. This program is available throughout the province.

Table 7
Special Services to Children, Expenditures, 1976-77 to 1982-83

Year	Expenditure
1982-83	$6,679,354
1981-82	5,587,642
1980-81	5,388,684
1979-80	3,843,618
1978-79	4,007,900

Family Support Homemakers

The Family Support Homemakers program provides temporary support and relief to individuals and families in order to maintain or restore their independent functioning in the community. This program operates under the statutory

authority of the Guaranteed Available Income for Need Act, (section 2, subsection 1).

The services of trained homemakers are provided to families faced with temporary difficulties. Homemakers provide a range of services including child care, household management, services to mentally retarded adults, and relief to parents of handicapped children.

The ministry purchases homemaker services from both nonprofit and proprietary agencies. The rates paid to these agencies are established by the Ministry of Health. The service is income tested and families are required to contribute to the cost of the service depending upon the family income.

The Ministry of Human Resources was responsible for both long-term care homemaker services and family support homemaker services until January, 1978. Since that time, all financial responsibility for long-term care homemaker services has been transferred to the Long Term Care Program of the Ministry of Health.

Table 8
Family Support Homemakers, Activities, 1982-83

Number of NonProfit Societies	88
Number of Proprietary Agencies	15
Estimated Number of Families or Individuals Served per Month	1,137

Table 9
Family Support Homemakers, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$4,532,843
1981-82	4,489,412
1980-81	3,966,125
1979-80	3,563,588
1978-79	3,715,111

Children's Rehabilitation Resources

Rehabilitation Resources are programs operated in a school setting. Their purpose is to enable children or youth who are experiencing great difficulty at school for social or emotional reasons, or who have dropped out of school, to acquire basic skills so that they can either re-enter the regular school system or proceed to further training or employment.

This program operates under the statutory authority of the Guaranteed Available Income for Need Act (section 2).

Rehabilitation programs are funded jointly by the Ministry of Human Resources, the Ministry of Education, and the local school districts. The Ministry of Human Resources purchases the services of child care workers from private societies or from school districts. The child care workers assist with behaviour management and provide counselling for students and their families. The Ministry of Human Resources also provides some funding for program expenses, and the Ministry of Education and local school districts provide facilities and teaching staff.

Table 10
Children's Rehabilitation Resources, Activities, 1981-82 and 1982-83

	1982-83	1981-82
Number of Contracted Programs	121	111
Number of Government Operated Programs	24	24
Total Number of Programs	145	135

Table 11
Children's Rehabilitation Resources, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$4,566,560
1981-82	3,983,946
1980-81	3,203,301
1979-80	2,638,914
1978-79	2,467,920

CHANCE

The CHANCE program provides services to mentally and physically handicapped children in a school setting. Services are provided by personal attendants to children who require assistance in the classroom with such activities as feeding, mobility, positioning, toileting and medication.

The CHANCE program operates under the statutory authority of the Guaranteed Available Income for Need Act, (section 2).

CHANCE was implemented in 1979 as a result of the joint efforts of the Ministries of Human Resources, Education, and Health. This followed the establishment in 1978 of policy by the Ministry of Education regarding the education of handicapped children.

The objective of the program is to enable children with severe mental and/or physical handicaps to benefit from a classroom experience. The services of personal attendants are purchased by contract from school districts by the Ministry of Human Resources.

Table 12
CHANCE, Activities, 1981-82 and 1982-83

	1982-83	1981-82
Number of CHANCE Contracts	70	60
Number of Personal Attendants	356	287
Number of Children Served	1,322	1,192

Table 13
CHANCE, Expenditures, 1979-80 to 1982-83

Year	Expenditure
1982-83	$4,669,334
1981-82	3,738,536
1980-81	2,650,405
1979-80	397,915

CHILD CARE SERVICES

Child Care Services are utilized for intervention and protection in situations when a child's safety and well-being are at risk and, as well, can provide temporary or longer term care for children as required.

Child care programs include Child Protection Services, Child Paternity and Support Services, Services for Children-in-Care, Foster Care, Specialized Resources for Children, Adoption Services and Lower Mainland Special Services.

Child Protection Services

There were no major changes in the Child Protection Services program in 1982-83. This was a year of adjusting to the new Family and Child Service Act. No major problems emerged, however, in the provision of services to families and children under the new act. A few cases taken before the Supreme Court on appeals contributed to the body of case law which guides the Provincial Court in its interpretations of the law.

The number of reported cases of suspected child abuse, which includes physical and sexual abuse increased again in this year. The largest increases are shown in the older age groups, particularly female.

Not shown in previous annual reports is the total number of cases reported, including reports of children believed to be in need of protection because of neglect. Since the method of tabulating neglect cases was changed during the year, this figure is not being quoted for the 1982-83 report, but will be included in the next annual report.

Table 14
Reported Cases of Probable Child Abuse, Calendar Years, 1978 to 1982

Age and Sex	1982	1981	1980	1979	*1978
Male					
Under 3 years	67	77	64	87	48
3 to 10 years	251	239	200	155	141
11 years and older	184	150	123	81	75
No age reported	1	0	1	0	0
Female					
Under 3 years	77	62	50	71	45
3 to 10 years	368	279	198	164	130
11 years or older	588	479	351	233	166
TOTALS	1,536	1,286	987	791	605

* Forms for reporting cases of child abuse were changed January 1, 1978 resulting in more reports. In late 1979 there was a further increase in reported cases with the establishement of the Zenith Helpline for Children.

Table 15
Cases[1] Related to Protection of Children, by Type of Service, 1978-79 to 1982-83.

	Immigration	Repatriation[2]	Custody[3]
1982-83	10	343	-
1981-82	14	854	33
1980-81	13	703	206
1979-80[4]	11	646	194
1978-79[4]	9	685	186

1 Cases are the number of families receiving services on behalf of their children.

2 Repatriations of children to other areas within British Columbia are only tabulated by Vancouver, were 146 children were returned in 1982. There is no record of decentralized intra-provincial repatriations for the rest of the province. Therefore, it does not seem appropriate to table more than out-of-province reports.

3 Custody cases for 1982-83 are not reported in this table as they are no longer a function of the Ministry of Human Resources.

4 Figures for 1978-79 and 1979-80 have been adjusted to include the Vancouver Emergency Services office cases.

Table 16
Repatriations, Expenditures, 1982-83

Repatriations (actual cost)	$102,443
Court Related Costs*	73,759
TOTAL	$176,202

* Costs for such requirements as transportation of witnesses and advertising for Family and Child Service Act cases.

Child Paternity and Support Services

The program assists the mother of a child born outside marriage to obtain maintenance for the child from the putative father and to ensure that maintenance continues as long as it is needed until the child reaches the age of 19. These services are provided under the statutory authority of the Child Paternity and Support Act.

Representatives of the Superintendent of Family and Child Service in local offices of the Ministry of Human Resources offer services including counselling to both the mother and the father, appointment of legal counsel where necessary to represent the mother in court action, and assistance toward reaching agreements between the father, the mother, and the superintendent for continuing maintenance or for lump sum settlements.

Assistance is also provided for the mother in enforcing court orders for maintenance, or in applying to vary such orders when it is in the best interests of the child.

Child Paternity and Support Services Accounts in Victoria receives monies paid to the superintendent under the terms of an agreement or a maintenance order, and pays them to the mother as directed by the agreement or order.

A record of payments and arrears is provided to local offices of the Ministry of Human Resources so that action may be taken if arrears begin to accrue.

Total receipts obtained from fathers pursuant to the Child Paternity and Support Act between April 1st, 1982 and March 31, 1983 amounted to $751,206.06, for an average monthly collection of $62,600.50.

SERVICES FOR CHILDREN-IN-CARE

Children enter into the care of the superintendent under the provisions of the Family and Child Service Act (section 10), the Family Relations Act (section 29), the Juvenile Delinquents Act (section 20 (1b)), and the Adoption Act (section 8 (9)). The GAIN Act (section 2(1)) provides the authority to make payments to foster parents or child care resources providing care.

The objective of the Child-In-Care program is to provide care and services that will facilitate the return of a child-in-care to his or her natural family as soon as possible. A child's own home is usually the best place for him or her to grow up. The ministry's continuing emphasis, therefore, is to provide support services to assist families in caring for their own children. There has been a diminishing caseload of children-in-care. On March 31, 1970, there were 10,594 children-in-care, on March 31, 1983, there were 8,132 children-in-care.

When it is not possible to return a child to his own family the alternative is to ensure that the child has a permanent home in which to grow up. This may mean adoption, a foster family, an independent living arrangement or a group home, depending on the age and specific needs of the child. It is the responsibility of the ministry to ensure that each child-in-care is in a positive and nurturing environment; is provided with appropriate food, clothing and shelter; receives adequate medical and dental care; and is given the opportunity for education and the development of life skills necessary for the achievement of maximum potential in adulthood.

To ensure that these responsibilities and objectives are successfully achieved, there is a continuing emphasis on developing a long-range plan for the child-in-care. The plan is monitored and reviewed regularly to ensure that the goal is being achieved.

Table 17
Children-in-Care by Age and Legal Status, as at March 31, 1983

	Age Groups in Years					
	Under 3	3 - 5	6 - 11	12 - 15	16 - 18	Totals
Agreements	65	55	201	495	450	1,266
F&CS Act (Before Court)	130	96	145	149	62	582
F&CS Act (Temporary Wards)	135	108	221	330	254	1,048
F&CS Act (Permanent Wards)	92	209	770	1,242	1,701	4,014
FRA and Other Wards	3	23	164	256	330	776
JDA Wards	0	0	0	40	50	90
Adoption Wards	150	16	5	1	0	172
Other Jurisdiction Wards	29	10	34	58	53	184
TOTALS	604	517	1,540	2,571	2,900	8,132

Table 18
Number of Children-in-Care and Legal Status, by Regions, as at March 31, 1983

	Agreements	Before Court	Temporary Wards	Permanent Wards	FRA & Other Wards	JDA Wards	Adoption Wards	Other Jurisdiction Wards	TOTALS
Region 1	25	30	66	117	10	1	1	4	254
Region 2	50	37	53	132	11	0	1	4	288
Region 3	88	6	24	259	40	5	13	13	460
Region 4	30	15	61	137	21	1	13	14	292
Region 5	110	35	67	288	83	17	9	12	621
Region 6	79	32	69	331	35	7	7	11	571
Region 7	53	20	18	130	107	4	12	10	354
Region 8	29	30	19	122	41	7	5	9	262
Region 9	98	27	57	338	81	10	12	6	629
Region 10	104	61	91	369	91	10	16	19	761
Region 11	24	9	54	173	24	9	9	8	310
Region 12	67	45	42	195	10	1	20	21	401
Region 13	75	36	44	180	25	0	0	7	367
Region 14	82	12	44	148	47	4	10	4	351
Region 15	3	16	24	49	8	0	1	0	101
Region 16	73	44	84	212	15	1	3	2	434
Region 17	59	29	33	116	14	1	16	4	272
Region 18	60	49	97	191	21	2	6	14	440
Region 19	87	28	46	187	15	8	12	3	386
Region 20	67	14	42	210	25	2	5	7	372
Other Supervising Offices	2	6	0	0	0	0	0	0	8
Wards Supervised by other jurisdictions	1	1	13	130	52	0	1	0	198
TOTALS	1,266	582	1,048	4,014	776	90	172	184	8,132

Table 19
Number of Children-in-Care, During and at End of Fiscal Years, 1980-81 to 1982-83

	Number of Children	
	During Year	At March 31
1982-83	14,478	8,132
1981-82	14,215	8,454
1980-81	14,193	8,657

Table 20
Number of Children-in-Care, by Type of Care, as at March 31, 1983

Type of Care	Number of Children
Foster Home	4,507
Independent Living	413
Parents Home	363
Free Home	347
Adoption Home	406
Runaways	179
Special Care Home	394
Resources	1,523
TOTAL	8,132

Table 21
Number of Children Admitted to Care by Legal Status, During Fiscal Year 1982-83

Legal Status	Number of Children
Family and Child Service Act Agreements	3,013
Before Court (F&CS Act)	2,454
Temporary Wards (F&CS Act)	26
Permanent Wards (F&CS Act)	22
FRA and Other Wards	144
JDA Wards	63
Adoption Act Wards	70
Wards of Other Jurisdictions	102
TOTAL ADMISSIONS	5,894

Table 22
Number of Children Discharged from Care of Superintendent of Family and Child Service, by Legal Status, During Fiscal Year 1982-83

Legal Status	Number of Children
F&CS Act Agreements	2,580
Before the Court, F&CS Act	1,088
Temporary Wards	738
Permanent Wards	819
Family Relations Act Wards and Others	204
Juvenile Delinquents Act Wards	64
Adoption Act Wards	216
Other Jurisdictions' Wards	114
TOTAL	5,853

Table 23.
Numbers of Children Admitted to Care by Reason of Admission, During Fiscal year 1982-83

Reason for Admission	Number of Children
Physical abuse	306
Parental failure	3,121
Desertion or Abandonment	460
Emotional Disturbances Needing Treatment	179
One Parent Deceased	54
Sole Parent Deceased	87
Parental Illness - Mental	155
Parental Illness - Physical	209
Awaiting Adoption Placement	155
Removed from Adoption Placement	10
Awaiting Permanent Plan	92
Rehabilitation Plan for Parents	275
Physical Handicap	29
Mental Handicap	73
Delinquent Behaviour	60
Transient	57
Unmarried Mother	70
Parental Failure to Provide Needed Medical Care	49
Parent or Parents Imprisoned	41
Family Unable to Provide Needed Education or Training	59
Requested by Other Jurisdiction	102
Parental Sexual Deviation	251
TOTAL ADMISSIONS	5,894

Table 24
Numbers and Reasons for Discharge of Children-in-Care, During Fiscal Year 1982-83

Reason for Discharge	Number of Children
Deceased	30
Attained Independence	881
Returned to Parents (F&CS Act, FRA, JDA)	1,776
Returned to Parents (Agreements)	2,432
Adoption	469
Returned to Other Jurisdiction	68
Apprehended But Not Presented	113
Other	84
TOTAL	5,853

Foster Care

Resources for this program are provided for under the authority of the Family and Child Service Act (section 3, subsections 2a and b; section 16, subsection 1) and the Guaranteed Available Income for Need Act (section 2, subsection 1).

The major objectives of the foster care program are to provide children with temporary care in a family setting and to assist in the return of children to a family on a permanent basis, be it the child's own family, a relative or an adoptive family. The provision of foster care for children includes meeting their physical, intellectual, social, spiritual and emotional needs.

The foster care program reflects many of the ministry's objectives by supporting the care of children in their own communities with the least amount of disruption to their lives. Local foster care programs allow the children to remain in touch with their own families so a return home is possible. Foster families serve the placement needs of the majority of children-in-care throughout the province and are recognized by the ministry as one of the most valuable human resources in every community of British Columbia. Foster parents are compensated for the costs of caring for children.

Table 25
Basic Foster Care Maintenance Rates, Effective January, 1983

Age of Child	Maintenance	Clothing	Totals
0 - 5	$143.39	$26.59	$169.98
6 - 9	172.88	32.02	204.90
10 - 11	194.62	37.83	232.45
12 - 13	222.17	38.35	260.52
14 - 19	243.87	45.63	289.50

Recruitment and selection of foster parents, as well as orientation, training and support are all conducted by the ministry at regional and local levels. Foster parent associations throughout the province provide invaluable assistance to the ministry in carrying out these responsibilities. By working together, ministry staff and foster parents were able to recruit and retain close to 5,000 foster homes last year. The ministry makes an annual grant to the British Columbia Federation of Foster Parent Associations to assist in the costs of their activities.

During 1982-83, the ministry and the British Columbia Federation of Foster Parent Associations continued to work towards strengthening their partnerships at regional as well as central levels. One of the changes which assisted in this endeavour was the assignment of funds by the Federation to regions who are now taking responsibility for administering and conducting local and regional training and support programs.

A number of foster parent support events during the last year were planned co-operatively with ministry staff. Hundreds of foster parents and staff participated in two series of television programs on Foster Care presented by Knowledge Network. The programs were produced by staff and foster parents and broadcast to over 51 communities. This type of co-operative sharing has done much to further the spirit of partnership and strengthen the program.

Table 26
Foster Care and Child-in-Care, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$21,591,431
1981-82	18,998,301
1980-81	17,882,262
1979-80	16,062,216
1978-79	14,936,557

Specialized Resources for Children

This program provides community-based alternatives to institutional care for children with special needs. Specialized Resources for Children make available emergency placements for children in crisis and alternative care for children whose difficulties are such that they cannot be placed in a foster home. Specific programs of therapeutic intervention can also be provided to prepare a child for regular day programs and living situations.

The services are purchased by the ministry from individuals, families, private agencies or societies for long or short periods as required. There is an individual plan established for each child placed in a specialized resource and the child's progress is reviewed regularly by a social worker.

All residential services and non-residential services are administered under the statutory authority of the Family and Child Service Act and the Guaranteed Available Income for Need Act. Children placed in residential resources are in the care of the superintendent either under an agreement with the parents or by Court order.

The following types of resources comprise Specialized Resources for children:

Respite Resources

A respite home offers periods of relief child-care to parents caring for a handicapped child. These resources may be individualized for a certain child or may serve many families in a community.

Receiving and Assessment Resources and Bed Subsidy Homes

These resources provide for guaranteed bed space for children who require them in emergency situations. Some also provide assessment and recommendations in planning for individual children. The capacity of these homes varies usually between two and six children.

Group Homes

Group homes are resources which serve between three to eight children and operate on a houseparent-staffed model.

One type of group home is for severely mentally or physically handicapped children. These resources provide care for children to assist them in acquiring self care and life skills.

Another type of group home provides temporary care to behaviourally or emotionally disturbed children with specific treatment goals. These homes provide programs aimed at helping the children overcome the obstacles to their growth and development. They also provide family counselling and support services to children's parents when appropriate.

A third type of group home provides care for older children who do not have any significant disturbances, but who require an interim step before moving into independent living. Group homes have the capacity to care for three to eight children.

Special Care Homes

This program provides specialized care and treatment in a family setting for one or two severely handicapped or disturbed children in the care of the Superintendent of Family and Child Service. Special care homes provide individualized treatment plans based on specific goals for children for whom the alternative might be institutional care.

Specialized Residential Resources

These resources operate on a child care staffed model and offer a variety of programs for children who are emotionally disturbed or physically disabled. Programs range from training homes for autistic children to wilderness resources for adolescents.

Specialized Non-Residential Resources

These resources offer a variety of day programs and outreach services to children and their families. The services provided are goal-oriented and include counselling, work-readiness preparation, as well as training in those parenting skills necessary to maintain a child with special needs in his own home or a foster home.

Intensive Child-Care Resources (ICCR)

The need for very specialized planning has been recognized for a small number of severely disturbed children in the province who are not able to benefit from any other services or resources provided through four ministries--Attorney General, Human Resources, Education and Health. The ICCR program provides a multidisciplinary approach to planning and meeting the needs of these children. The Ministry of Human Resources provides the co-ordination of the interministerial case planning and, where it is necessary, the residential component of the service to the child. There are two models of service delivery for ICCR's--the staffed facility (Prince George, Vancouver and the Lower Mainland) and the community network (the Island, the Okanagan, the Kootenays, Kamloops.)

Two specialized resources, which became operational during the year, provide examples of the kinds of services which are possible under the Specialized Resources program. One of these, a skills development centre to assist mentally handicapped adolescents in acquiring independent living skills, was established in Fort St. John. The other new resource, the Alberta Street Boarding Home, was established in the Vancouver area. This home provides a semi-independent living situation for older teenagers who no longer require extensive supervision.

The development and progress of specialized resources throughout the province received special attention during 1982-83. One such initiative is a provincial tracking system which has been put into operation for improved assessment of the children who receive ICCR services and to ensure the effectiveness of the program. The ministry has also been working with agencies providing care for children with a view to developing standards of care for residential resources.

Table 27
Number of Specialized Resources, 1981-82 and 1982-83

	1982-83	1981-82
Respite Homes	29	8
Receiving, Assessment and Bed Subsidy	50	54
Group Homes		
Mentally or physically handicapped	13	9
Behaviourally or emotionally disturbed	143	115
Special Care Homes		
Mentally or physically handicapped	193	142
Behaviourally or emotionally disturbed	162	156
Specialized Residential Resources		
Mentally or physically handicapped	25	31
Behaviourally or emotionally disturbed	45	43
Specialized Non-Residential Resources	44	38
Intensive Child-Care Resources	17	--

Capacity has risen from 1,824 in 1981-82, to 2,132 in 1982-83 for residential resources.

Table 28
Specialized Resources for Children, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$42,930,515
1981-82	41,909,072
1980-81	31,563,043
1979-80	24,924,504
1978-79	22,040,000

ADOPTION SERVICES

The Adoption Program operates under the statutory authority of the Adoption Act. This act establishes the same legal rights and obligations between children and their adoptive parents as those which exist between children and their birth parents.

The ministry maintains a central Adoption Registry in Victoria of studied and approved adoption families. Infants and children who are available for adoption are referred to the registry by local ministry offices. Registry staff forward a selection of approved adoption homes for local ministry social workers and the birth parents to consider. After placement of a child, and once the 6 months legal waiting period is passed, the Superintendent of Family and Child Service provides a report and makes a recommendation to the British Columbia Supreme Court regarding the granting of an adoption order.

The number of people who wish to adopt infants still far exceeds the number of infants who are available for adoption. During the past fiscal year, the trend of fewer infants available for adoption has continued. At the same time more homes are required for children with special needs. These children may be older, a sibling group needing placement together, or have physical or mental handicaps.

Non-ministry adoptions are those where the placements have been made privately. As with ministry adoptions, unless the child and the adopting parents are related, a private adoption placement must be referred to the ministry for study and for preparation of a report and recommendation to the Supreme Court regarding the granting of an adoption order. If the child is related to one of the adopting parents, the ministry becomes involved only if the Supreme Court directs that an inquiry be carried out.

During the fiscal year, the Post-Adoption Services Section was amalgamated with the Adoption Registry. Information is provided under certain conditions from closed adoption files. The service is provided under the statutory authority of the Adoption Act and the GAIN Act.

The overriding principle in responding to post-adoption requests is that no information is given which might lead to the identity of any of the parties in the adoption. The most frequent requests for information are from the adoptees who wish to have social, medical, or genetic background information, and from birth parents who wish to have information about the adoption home in which their child was placed.

Table 29
Children Placed for Adoption by the Ministry of Human Resources, 1981-82 and 1982-83

	Category	1982-83	1981-82
Placed from:	Regions 1 - 20	479	631
	Other Provinces	9	18
	Other Countries	31	37
	TOTALS:	519	686
Placed to:	Regions 1 - 20	519	681
	Other Provinces	0	3
	Other Countries	0	2
	TOTALS:	519	686

Table 30
Number of Adoption Placements Made by Ministry of Human Resources, by Type of Placement, 1981-82 and 1982-83

Type of Placement	1982-83	1981-82
Hospital to adoption	173	218
Foster home to adoption - another home	280	412
Foster home to adoption - same home	66	56
TOTALS	519	686

Table 31
Adoption Reports Submitted to the Supreme Court*, 1981-82 and 1982-83

Type	1982-83	1981-82
Step-parent	14	11
Relative	8	12
Private	87	64
TOTALS	109	87

* This table refers to non-ministry adoptions only.

Table 32
Approved Adoption Homes, as at March 31, 1982 and 1983

Category	1983	1982
Healthy caucasian infants	189	124
Healthy caucasian infants or children with special needs	334	279
Children with special needs	201	289
TOTALS	724	692

Table 33
Number of Children Placed for Adoption, 1981-82 and 1982-83

Category	1982-83	1981-82
Healthy caucasian infants	242	354
Children with special needs	277	332
TOTALS	519	686

Table 34
Number of Children Placed for Adoption by the Ministry of Human Resources, by Age, 1981-82 and 1982-83

Age	1982-83	1981-82
0 - 23 months	374	552
2 - 5 years	81	109
6 - 12 years	54	47
13 years and over	10	8
TOTALS	519	686

Table 35
Post-Adoption Services, Number and Types of Requests, 1981-82 and 1982-83

Type of Request	1982-83	1981-82*
Social background	560	497
Medical background	47	247
Confirmation of adoption	35	65
Birth parents or siblings wanting news of child placed for adoption	126	144
Miscellaneous	191	287
TOTALS	959	1,240

* 1981-82 figures reflect more than one type of request by the same person.

LOWER MAINLAND SPECIAL SERVICES

Lower Mainland Special Services provides a variety of specialized services to Vancouver and the Lower Mainland areas. Province-wide support to regional and district offices is also provided through the Helpline for Children and the Provincial Inservice Resource Teams. Staff of the special services teams complement the services available through ministry district offices by providing consultation to ministry staff. The division's expenditures in 1982-83 were $6,922,848, while in 1981-82 they were $7,065,068.

The Family and Child Service Act, Guaranteed Available Income for Need Act, the Child Paternity and Support Act, and the Family Relations Act supply the statutory authority for Lower Mainland Special Services.

Helpline for Children

The Helpline is a 24-hour toll-free telephone line which was established in 1979, to enable children in British Columbia who experience child abuse or neglect to reach out for help. The easy-to-remember telephone number, Zenith 1234, is posted in every telephone booth in the province. After-hours calls on the Helpline are answered by social workers at Vancouver Emergency Services. Protection of the child is the first priority; support and help for the family is also a goal.

Athough it is based in Vancouver, the Helpline is available to all British Columbia communities. The province-wide coverage, in addition to offering immediate help by phone, means that Helpline staff can also direct the caller to assistance in his or her own community. In the three years since it began, the Helpline has assisted in identifying many cases of abuse that were previously unknown to the ministry. An average of 838 calls per month were received on the Helpline in 1982-83.

Table 36
Helpline Statistics by Percentage of Caller Referrals, 1982-83

Type of Calls Received	Percentage of Total Calls
Caller identified	52.37
Anonymous	27.64
Uncategorized	7.25
Prank or incomplete	12.74

Table 37
Helpline Statistics, 1982-83

	1982									1983			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TOTALS
Number of Helpline Calls	778	905	836	870	767	684	761	671	455	1003	1130	1193	10,053
Calls Requiring													
Immediate Referral*	42	45	63	33	48	37	30	32	33	37	42	43	485
Apprehension by Emergency Service	0	0	1	0	0	0	1	0	0	1	1	0	4
Calls Involving													
Sexual Abuse	8	23	18	12	11	16	18	16	8	13	23	18	194
Abuse	48	77	74	80	55	58	69	65	29	49	69	83	756
Neglect	46	72	60	64	41	68	61	51	27	58	67	60	675
Marital Counselling	0	0	1	1	1	4	1	1	2	0	1	1	13
Indivdual Counselling	209	244	221	226	146	193	155	122	125	280	292	299	2,512
Family Counselling	53	54	67	68	75	57	61	63	22	71	78	71	740
Number of Anonymous Calls	293	282	254	243	207	198	178	192	86	240	301	344	2,818
Number of Known Male Children	174	218	192	202	193	154	185	156	91	230	292	275	2,362
Number of Known Female Children	408	490	478	472	404	385	386	359	235	505	486	581	5,189
Number of Memos Written	97	154	132	144	107	98	166	100	101	126	116	146	1,487
Number of Calls for Information	418	456	475	493	545	365	500	415	238	717	519	588	5,729

* Those situations requiring immediate referral to Emergency Services for field visit, Car 86, hospital, police, or the duty worker.

SECTION IV

Rehabilitation and Support Services

INTRODUCTION TO PROGRAMS AND SERVICES

The Rehabilitation and Support Services Division of the ministry develops ways to assist clients in increasing their potential and becoming as independent as possible. Programs and services include adult rehabilitation, day care services, achievement centres, community projects funding, infant development programs, adult residential programs, and institutional care and community placement planning.

Persons eligible for services may include children with special needs, mentally retarded adults, and income assistance recipients who are able to become employed but require the services provided through the Individual Opportunity Plan. Although each program has a specific objective and is designed to meet particular needs, taken together they represent a network of resources with the shared goal of increasing each client's ability to function independently in the least restrictive environment.

Rehabilitation and support services are provided under the authority of the Guaranteed Available Income for Need Act and Regulations, and are delivered in the field by a range of staff including social workers, financial assistance workers and rehabilitation officers. The services form a vital component in the spectrum of ministry services and reflect a commitment to provide support and assistance to people based on their individual needs, within or as close to their own communities as possible.

ADULT REHABILITATION

The objective of adult rehabilitation is to further the efforts of income assistance recipients towards achieving financial independence. Clients are encouraged to identify the barriers keeping them from employment and to distinguish the steps that they can take to remove the barriers. As this direction is based on a partnership between the ministry and a client, an Individual Opportunity Plan Agreement is then developed which establishes goals and outlines the responsibilities of both parties.

To maximize a recipient's potential for independence, the Ministry of Human Resources provides under the Individual Opportunity Plan a continuum of programs that clients may participate in. These include the Incentive Allowance for Employment program; Educational, Vocational and Rehabilitation Services; Job Action program; Joint Ministry of Labour/Ministry of Human Resources Training program; Work Activity projects. Ministry staff also work cooperatively with other ministries, governments and local employers to assist clients to gain access to all available programs.

Table 38
Client Participation in Individual Opportunity Plans, 1982-83

Month	Education and Training	Counselling	Incentive	Joint Labour/MHR Training Program	Work Activity	Total
April	3,674	2,019	558	69	157	6,477
May	3,456	2,191	550	70	161	6,428
June	2,976	2,202	450	65	162	5,855
July*	2,976	2,202	450	65	162	5,855
August*	2,976	2,202	450	65	162	5,855
September*	2,976	2,202	450	65	162	5,855
October	3,103	707	492	94	160	4,556
November	3,786	760	580	107	145	5,378
December	4,062	808	681	109	101	5,761
January	4,536	849	691	121	83	6,280
February	4,910	874	736	127	78	6,725
March	5,194	902	784	132	69	7,081

* During this time period, the method of collecting statistics changed from a manual to an automated one and statistics are shown at the manual count level.

Incentive Allowance for Employment

The Incentive Allowance for Employment program offers recipients of income assistance who do not have recent employment experience an opportunity to enhance their self-confidence and skill level through a part-time work experience in a working environment. Statutory authority is provided under the Guaranteed Available Income for Need Act (section 10) and Regulations (section 14, subsections 1, 2, and 3). Participants in the incentive program may receive supervision and instruction in nonprofit or private agencies and organizations, in federal, provincial or municipal government offices, and in private sector businesses. The initial incentive placement is for up to six months at which point an additional six months may be granted if it will increase the possibilities of eventual independence. In 1981-82 the Regulations were amended to allow clients to participate for an additional six months in the program.

While participating in this program, recipients receive basic income assistance plus an allowance to meet the additional work-related costs such as transportation and clothing. A single recipient involved for a minimum of 20 hours each month qualifies for a $50 incentive allowance; a recipient with dependents participating for a minimum of 40 hours each month qualifies for a $100 incentive allowance.

As of March, 1983, there were 784 income assistance recipients striving to enhance their employability by participating in the Incentive Allowance for Employment program.

Educational, Vocational and Rehabilitative Services

This service assists income assistance recipients in their progress towards independence by providing an opportunity for them to participate in educational, vocational or rehabilitation programs. The programs operate under the statutory authority of the Guaranteed Available Income for Need Act (section 10). An average of 3,719 recipients participate each month in programs that are specifically designed to prepare them for employment.

The participants work with ministry staff to develop training plans suited to their individual needs. The financial, educational and training services offered by the Canada Employment and Immigration Commission, the provincial Ministries of Education, Health and Labour, as well as other community resources are utilized whenever possible. In areas where alternate financial assistance is not available, the ministry may, in addition to the cost of course fees, authorize funds for actual expenses such as transportation, school supplies or miscellaneous needs.

Table 39
Training and Educational Allowance, Expenditures, 1978-79 to 1982-83.

Year	Expenditure
1982-83	$2,610,495
1981-82	1,359,880
1980-81	505,574
1979-80	353,024
1978-79	317,321

Job Action

The Job Action program is administered under the Guaranteed Available Income for Need Act (section 10) and Regulations (section 16). The objective of Job Action is to assist income assistance recipients in their progress towards independence by providing an opportunity to develop job-finding skills. Participants in this program enhance their skills through simulated interviews, class and individual participation, peer support and use of audio visual feedback. Job Action program includes address the following areas:

- obtaining job leads;
- using the phone to get an interview;
- filling out application forms;
- dressing for an interview and a job;
- responding to the employer in an interview; and
- maintaining satisfactory performance once employed.

While participating in this program clients receive an allowance of $50 per week to a maximum of $150, in addition to regular income assistance, to cover program related expenses.

During the 1982-83 fiscal year, Job Action wasexpanded to all areas of the province. In recognition of the differences in clients and employers that exist throughout British Columbia, regions were encouraged to develop Job Action programs to meet the needs of their individual areas. In some areas the regional managers chose to operate a program staffed by ministry personnel; in other areas managers chose to contract with private enterprise or local community colleges.

Throughout 1982-83 approximately 1,700 individuals participated in the Job Action program.

Joint Ministry of Labour/Ministry of Human Resources Training Assistance

Each budget year, the Ministry of Labour allocates funds to the Ministry of Human Resources to provide a wage subsidy to business for the employment of income assistance recipients. The objectives of the program are to provide an opportunity for persons in receipt of income assistance to develop skills on the job which will assist them in entering the work force, and to contribute to the social and economic development of the province by creating employment opportunities.

Participants in the program range from age 15 to 59 years. Training experiences may vary from two months to one year depending on a client's individual needs in conjunction with the skills level of each job.

During 1982-83, the Joint Ministry of Labour/Ministry of Human Resources Training Assistance program expenditure was $537,689 and 324 recipients participated in the program.

Work Activity

Work Activity projects provide persons in receipt of income assistance with an opportunity to develop adequate work skills, experiences and self confidence in order to enhance their chances of obtaining employment. These projects are intensive employment preparation programs that combine life skills training, educational upgrading, counselling and work experiences. Statutory authority is provided under the Guaranteed Available Income for Need Act (section 16, subsection 1).

Participants for the Work Activity projects are carefully selected with emphasis on individuals who have special needs and who are not able to benefit from other available training programs.

During the 1982-83 fiscal year, three of the seven existing Work Activity projects were terminated to enable the ministry to allocate available rehabilitation funds more effectively. These projects were the Fraser Valley Work Activity Project, the Vancouver Island Work Activity Project and the Vancouver Youth Work Activity Project.

The following is a brief description of the four remaining Work Activity projects which are operating in the province:

Laurel Enterprises Work Activity Project assists individuals who have experienced mental health difficulties and who are now motivated to re-enter the labour force or further their education through vocational training. The program is set up to provide exposure to a work environment plus work readiness training, and an opportunity to build self-esteem and self-confidence. The project is limited to 20 participants at any time.

Victoria Boys' and Girls' Club Work Activity Project helps young people develop positive work habits and learn basic skills necessary to obtaining a place in today's work force. The project accommodates 15 youths at one time and allows each participant to move through in an individual time frame.

Kitsilano Work Activity Project is designed for individuals 18-59 years of age who have emotional, physical, social, and/or vocational problems preventing them from obtaining direct employment.

Surrey Boys' and Girls' Club Work Activity Project offers a 16 week program for youth 16-19 years of age. The program goals are to assist young people to develop basic life skills and to introduce them to positive work habits and experiences.

Table 40
Work Activity, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$1,252,208
1981-82	1,351,486
1980-81	1,188,058
1979-80	1,092,947
1978-79	939,872

Assistance to Employment

The objective of this program is to encourage income assistance recipients to explore realistic employment opportunities by providing additional financial assistance for essential job-related expenses.

For those clients who have a job interview, funds may be provided for essential clothing and transportation. Assistance with moving costs may also be included if the confirmed job is in another community, and if financial aid is not available from any other source. Statutory authority to provide assistance to employment is the Guaranteed Available Income for Need Act (section 2) and Regulations (section 12).

Table 41
Assistance to Employment, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$ 538,050
1981-82	633,278
1980-81	551,160
1979-80	239,834
1978-79	151,729

In addition to the programs outlined above there are two others which are indirectly affiliated with Adult Rehabilitation: the Community Involvement program and the Youth Incentive program.

Community Involvement

Recipients of income assistance who are unable to work may participate in the Community Involvement program by volunteering at nonprofit agencies and organizations. The objective of the program is to enable participants to contribute service to some aspect of community life which can benefit others.

The amount of time a client may volunteer under the Community Involvement program is not restricted and will depend on the arrangements worked out between the participating agency and the administering authority. While involved in the program, clients receive basic income assistance plus an allowance of $50 per month to cover extra expenses such as transportation. The average number of clients who participate in this program each month is 2,693.

The statutory authority for the Community Involvement program is the Guaranteed Available Income for Need Act (section 2) and Regulations (section 15).

Table 42
Community Involvement, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$ 1,714,298
1981-82	1,425,597
1980-81	1,433,654
1979-80	1,119,461
1978-79	730,718

Youth Incentive

The objective of the Youth Incentive program is to provide young people aged 15 to 18, who lack self-confidence, motivation or good work habits with an opportunity to enhance their employment-related skills, self-concept and attitude.

Based in Vancouver only, the Youth Incentive program provides eligible youths with an allowance of $50 per month to cover program-related expenses for 25 hours of volunteer work. Placements may be made in nonprofit agencies and organizations, or private sector businesses for six month periods with six months extensions being possible.

During 1982-83, there were 147 participants in the Youth Incentive program.

Table 43
Youth Incentive Program, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$ 42,923
1981-82	36,197
1980-81	56,352
1979-80	54,139
1978-79	38,957

CHILD DAY CARE

The Ministry of Human Resources participates in child day care through the parental subsidy program, day care support programs, day care grants, and the special needs day care program.

The Parental Subsidy Program

The parental subsidy program assists eligible families with the cost of fees for day care services. The program is a support service to families to enable parents to prepare for or maintain employment. It also provides relief to families during a prolonged illness or other crisis. The child day care subsidy program operates under the Guaranteed Available Income for Need Act (sections 2 and 5) and Regulations (section 28, Schedules D and E).

Eligibility for assistance with cost of fees is based upon the number of people in the family and total net income. In addition the family must meet one of the following criteria in order to qualify for subsidy:

- be a single-parent family where the parent is working, going to school, or taking medical treatment or participating in a rehabilitation program;
- be a two-parent family where both parents are working or where one parent is working and the other cannot care for the children because of incapacitation, attendance at an education institution, or medical or rehabilitation program; or
- be needing emergency day care services to meet a short-term family crisis.

In May, 1982, the allowable net income levels in the income test increased by approximately 12 percent.

Table 44
Day Care Subsidy Financial Eligibility Test

Family Size (including children)	Previous Basic Allowable Net Monthly Income Levels	Basic Allowable Net Monthly Income *Level as of May 1, 1982
2	$ 695	$ 775
3	$ 810	$ 905
4	$ 900	$ 1,005
5	$ 970	$ 1,100
6	$ 1,040	$ 1,175
7	$ 1,110	$ 1,245
8	$ 1,180	$ 1,315

* Allowable income is net income after deductions. There is an additional exemption of $100 on employment earnings and an exemption of $125 if there is a disabled person in the family unit.

Day care services for which the Ministry of Human Resources may assist families with costs are as follows:

- Licensed Family Day Care.
  Provides day-care in a private home (other than the child's own home) for a maximum of five pre-school children and two school-age children. A Community Care Facilities Licence is required.

- Unlicenced Family Day Care.
  Provides day care in a private home (other than the child's own home) for one or two children unrelated to the caregiver.

- Group Day Care.
  Provides day care for a child 18 months to five years old in a group facility, for not more than 10 hours in any one day, up to five days per week. A Community Care Facilities Licence is required.

- In-Own-Home Day Care.
  Provides day care for children in their own homes, under the supervision and care of a person selected by the parent.

- Nursery School Day Care.
  Provides supervision and social and educational training for children from 32 months of age to the age they enter public school, for a period of up to three hours per day. A Community Care Facilities Licence is required.

- Out-of-School Day Care.
  Provides day care before and/or after school, or at any time of school closure, for children up to and including 12 years of age enrolled in a full-time school program. This service may be offered through family day care homes, or in facilities specially licensed by the Community Care Facilities Licensing Board to provide out-of-school group care.

- Special Needs Day Care.
  Provides specialized day care services for children with special needs in any of the above programs, on a integrated basis or in programs designated as "special needs day care".

Table 45
Average Monthly Number of Children Subsidized, by Type of Care, 1982-83

Type of Care	Half-Time	Full-Time
Family Day Care	222	4,199
Group Day Care	111	3,433
In-Own-Home Day Care	183	925
Out-of-School Day Care	1,385	336
Nursery School	513	0
Special Needs Day Care	48	114
PROVINCIAL TOTALS	2,462	9,007

Table 46
Child Day Care Subsidy, Expenditures, 1978-79 to 1982-83

Year	Expenditures
1982-83	$19,986,295
1981-82	16,684,275
1980-81	16,903,220
1979-80	14,884,153
1978-79	12,612,677

Table 47
Average Monthly Child Day Care Subsidy Expenditures by Type of Care, 1982-83

Type of Care	Average Monthly Cost per Child	Average Monthly Total Cost
Family Day Care	149	663,130
Group Day Care	202	716,404
In-Own-Home Day Care	102	112,691
Out-of-School Day Care	89	152,996
Nursery School	45	23,440
Special Needs Day Care	413	66,648

Day Care Support Programs

The Ministry of Human Resources funds seven day care support programs. The service these programs offer in their community may include assessment and monitoring of family day homes, recruitment and training of caregivers, information and referral service to parents, and public education. These programs are located in Nelson, Prince George, Abbotsford-Mission, Kelowna, Vancouver (University of British Columbia) and Burnaby (Simon Fraser University).

Day Care Grants

The ministry continued its initiative of providing grants to nonprofit societies to assist them in creating and preserving day care spaces. A total of 23 start-up grants, 11 expansion grants, 6 relocation grants and 44 emergency repair grants were provided in 1982-83. These grants, totalling $394,953, created 823 new spaces and helped preserve an additional 1,350.

Special Needs Day Care

In 1982-83, the ministry contracted with 62 nonprofit societies to provide specialized day care for 1,143 children in either specialized or integrated centres. Ministry expenditures on contracts totalled $4,914,534 in 1982-83. Children in these specialized programs were fully subsidized, since funding is provided on a program budget basis. In addition 114 special needs children were subsidized in family day care homes or group day care centres, or nursery schools. In some areas, screening committees were established, which allowed for greater participation by professionals, staff, and parents in the assessment and referral of children with special needs to the appropriate resource.

ACHIEVEMENT CENTRES FOR THE HANDICAPPED

The Achievement Centres Program provides financial support to non-profit societies which sponsor Achievement Centres for Handicapped Persons. Authority for this program is provided by the Guaranteed Available Income for Need Act, (section 2), and the Guaranteed Available Income for Need Regulations, (section 18).

Achievement Centres provide day programs to assist handicapped and disabled persons to acquire or improve personal, social, or work related skills which will add to their independence in everyday living. Centres form an integral part of the network of community services available to handicapped persons and all reflect the direction and priorities of the individual societies which administer them. Achievement Centres may offer workshop programs aimed at teaching basic work habits and skills, or provide a variety of activity programs as a means of enhancing personal and social skills.

Achievement Centres receive only part of their operating costs from the ministry of Human Resources; the balance of funding is provided by sponsoring societies through their own resources. A ministry subsidy to each centre is based upon the number of participant hours and paid monthly. This subsidy is not an allowance or wage to participating clients but is intended to assist societies with the fixed costs of staff and other operating expenses. Small centres which have only a few clients and are unable to accrue many participant hours may receive a fixed sum per month. Subject to availability of funds, assistance with capital expenditures may also be authorized.

A transportation allowance is available to eligible handicapped persons to help defray the costs of attending the centres. This allowance is administered by local Ministry of Human Resources offices, and is not part of operating subsidies to societies.

During 1982-83 the subsidy rate was increased from $1.10 to $1.26 per hour. The Small Centres subsidy was increased from $1,100 to $1,260 per month. One additional centre in Victoria was approved for funding, and Capital Grants were made to centres at Prince George, Terrace, Campbell River and Victoria to either improve or enlarge their facilities. At year end, 78 centres were in receipt of ministry subsidies.

The Ministry of Human Resources has also taken part in planning discussions with other ministries, agencies and colleges to identify directions in career education and vocational training for mentally handicapped adults and review the role of the Achievement Centre program in the existing network of resources.

Table 48
Achievement Centres, 1978-79 to 1982-83

Year	Number of Centres	Approx.Number of Clients per Month	*Subsidy Rate Per Month	Approx.Hours of Client Services
1982-83	78	5,000	$1.26	4,959,041
1981-82	78	5,000	$1.10	4,646,525
1980-81	75	5,000	1.00	4,458,025
1979-80	75	5,000	.78	3,880,989
1978-79	74	5,000	.73	3,403,364

* Rate increase effective June 1st, 1982.
Small centres may receive a fixed monthly grant of $1,260 in lieu of the hourly rate.

Table 49
Achievement Centres, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1982-83	$6,983,161
1981-82	5,922,592
1980-81	4,903,669
1979-80	3,518,475
1978-79	3,003,661

COMMUNITY PROJECTS FUNDING

The Community Projects Funding program purchases services in the community from non-profit societies for persons in need or likely to be in need. These services are complementary to and supportive of ministry programs but may not be within the scope of statutory services. The Community Projects Funding program operates under the Guaranteed Available Income for Need Act (sections 2 and 5).

Services may include rehabilitation, social integration, prevention, crisis intervention, or volunteer services for families, groups or individuals. Some societies operate province-wide programs; others focus their efforts on local needs. Funded projects fall into the following categories:

Family Service Projects
Societies offer assistance to families in need by providing counselling, programs on parenting, and support and training to self-help groups.

Crisis Centres
Societies operate crisis centres to provide information and counselling as well as crisis intervention services. Most of the services are provided by trained volunteers.

Youth Projects
Youth projects offer activities for young people to enable them to participate in their communities in a positive and responsible way. Programs vary according to the needs of the youths served.

Low Income Groups
Societies offer help to low income families and individuals in their communities. Services include information exchanges, organizational assistance for self-help groups, counselling and practical assistance in such areas as accommodation and moving, money management and effective use of community resources.

Services to the Disabled
Societies serving disabled persons provide opportunities and help to the disabled through a variety of programs.

Volunteer Services
Funding is made available to volunteer bureaus to assist them in coordinating the efforts of local volunteers.

Regional offices of the Ministry are responsible for the initial screening of new applications as well as monitoring progress of established projects. To be eligible for funding services must:

- be complementary to ministry services;
- not be directly provided by the ministry;
- not be the sole responsibility of any other federal or provincial ministry or municipal government;
- be delivered on behalf of present or potential ministry clients;
- be measurable in terms of stated objectives;
- be subject to a written agreement; and
- be within the ministry's planning, program and budget priorities.

In addition, project proposals must include documentation that there is community need of and support for the proposed project; documentation that the society has pursued all potential sources of funding including the municipal and federal levels of government; and a statement of how volunteer services will be involved.

In 1982-83 a total of 194 projects in 167 community and provincial organizations were funded through this program. A total of 740 staff and 7,750 volunteers were employed by Societies in community projects.

Table 50
Community Projects Funding, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$6,786,647
1981-82	6,628,428
1980-81	6,614,862
1979-80	6,335,730
1978-79	5,919,600

During the year several projects were transferred to other program areas of the ministry or to other ministries. These included transportation projects, services to seniors and services to victims of sexual assault.

INFANT DEVELOPMENT

The Infant Development program is a home-based program for children up to the age of three who display significant developmental delays in one or more areas. The purpose of the program is to help parents toward positive and realistic expectations regarding their child's abilities and their role in encouraging their child's development. The Infant Development program operates under the Guaranteed Available Income for Need Act (section 2, subsections 1 and 2; and section 5).

The program is funded by the ministry through operating grants. Individual Infant Development programs are sponsored by nonprofit societies each of which has a local advisory committee to establish priorities and to provide direction. Membership on these committees includes a physician, a public health nurse, a Ministry of Human Resources representative and parents.

Children can be referred to the program by parents, doctors, public health nurses, social workers or other professionals. Infant Development workers are professionally trained to work with families and infants in the home. They provide information, instruction and support to parents as well as making parents aware of other community resources they may need from time to time. Under the guidance of the Infant Development worker, parents carry out various activities that stimulate and encourage their infants to develop to maximum potential, often using books, equipment, and toys loaned through the program. The worker also sends regular progress reports to the child's physician and may make referrals to other community resources. An important role of the worker is to arrange for parents of handicapped children to meet other parents to share concerns.

The ministry also appoints members to sit on the Provincial Steering Committee which acts in an advisory capacity to the ministry and makes recommendations on program guidelines for new development.

In the 10 years since the first Infant Development program was established the number of programs has grown to 28 and the number of staff has expanded from one person to 39.5 full time positions employing 44 staff. The number of infants served has grown from a first caseload of 10 infants to over 1,600 children. Over 5,000 infants have been helped in the Infant Development program's first decade.

Table 51
Number of Children Served and Infant Development Workers, 1978-79 to 1982-83

Year	Approximate Number of Children Served*	Number of Infant Development Workers
1982-83	1,650	44
1981-82	1,585	41
1980-81	1,200	28.5
1979-80	1,100	26.5
1978-79	900	21.5

* These statistics reflect the approximate number of children visited during a given year. Caseloads fluctuate as children are admitted or discharged.

Table 52
Infant Development, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$1,432,975
1981-82	1,163,636
1980-81	693,176
1979-80	569,191
1978-79	433,395

RESIDENTIAL SERVICES FOR THE MENTALLY RETARDED

The objective of Residential Care Services is to assist retarded adults to live as independently as possible. The primary goal of the program is to provide people with places to live, in their home communities when possible, that will meet their specific needs and increase their independence.

Consistent with the ministry's continuing plan to phase down the three large institutions, more community based resources have been developed during the last year.

A variety of types of facilities are available throughout the province. Retarded adults and their families can choose the kind of residence that best meets their needs.

COMMUNITY RESIDENTIAL CARE

Homes for mentally retarded adults needing supervised care are available in their own communities. These may provide long-term continuing accommodation or they may be places where clients can learn skills to help them live and work in more independent settings over a one to two year period of time. Trained staff provide clients with the opportunity to achieve their potential in various aspects of daily living.

The residential program operates under the statutory authority of the Guaranteed Available Income for Need Act (section 2,subsections 1 and 2) and the Guaranteed Available Income for Need Regulations (sections 22, 24, 25 and schedule C). Standards of care are determined by the Community Care Facility Act and Adult Care Regulations and the Hospital Act.

The Community Residential Care program uses several models to meet its objectives. These include:

Group Homes

Group homes provide for six to twelve adults. They are operated by non-profit societies under contract with the ministry to provide services.

Proprietary Boarding Residences

Proprietary homes are privately operated commercial enterprises funded on the basis of assessments and rates established by Ministry of Health Long Term Care program. Boarding homes for three or more residents require licensing under the Community Care Licensing Act.

Respite Care

Many retarded adults who continue to live at home with their families come to community residences for emergency or short respite periods of one to thirty days. Stays are subject to a daily user fee where the client is in receipt of Gain for Handicapped benefits or has other sufficient income.

Independent Living Homes

Independent Living Homes are nonprofit society operated community homes specifically designed to provide a greater amount of independence for mentally retarded adults. Realistic in-home support enables small groups of two to four residents to live compatibly, share responsibilities and increase their personal living skills in small home settings or leased apartments. The objective is to provide a bridge between institutional or community residential care and independent living.

Training Centres

Four training centres are run by nonprofit societies and serve large regions of the province. They are co-educational and provide vocational training during an average stay of approximately two years. Some residents are able to move out of these centres to live on their own, others are helped by society workers to move from the training centres to more independent settings. These residential training centres are: Beaver Lodge in Oliver, Endicott Centre in Creston, Northern Training Centre in Smithers and Variety Farms in Ladner.

Community Living Society

The Community Living Society serves mentally retarded adults who are, or were, residents of Woodlands, by helping the ministry to make appropriate community placements. Together with the individual's family and ministry staff, the society will assess the needs of each person and develop a plan for a successful community placement. The plan includes housing, life skills training, education and recreation. The society also assists in developing local resources for mentally retarded persons.

The ministry provides administrative and program funding to enable the society to develop plans which will best assist the individual's transition from an institution to the community.

Table 53
Community Living Society, Number of Clients Served, 1979-80 to 1982-83

Year	Clients Served
1982-83	63
1981-82	50
1980-81	40
1979-80	33

Table 54
Community Living Society, Expenditures, 1978-79 to 1982-83

Year	Expenditure	Number of Clients Served
1982-83	$ 1,547,227	69
1981-82	1,075,337	56
1980-81	954,000	40
1979-80	327,849	33
1978-79	238,523	15

Table 55
Facilities Operated by Nonprofit Societies, 1979-80 to 1982-83

Year	Number of Contracted Facilities	Total Number of Mentally Retarded Residents
*1982-83	78	616
1981-82	68	572
1980-81	41	547
1979-80	35	490

* These figures include four contracts for community workers who assist mentally retarded people in their own apartments. The four community worker programs serve approximately 50 adults during any given month. These are not included in the column listing the total number of mentally retarded residents. In addition to the total shown for 1982-83 there were 17 persons accommodated in other ministry funded residences which do not fall into any major residential categories.

Community Living Skills

As a step toward improving levels of personal independence many mentally retarded persons require training in order to acquire skills for the activities of daily living. Such skills are commonly referred to as life skills and may include, for example, personal hygiene, good eating habits, dressing, or management of money or time. The Community Living Skills program provides for training in such matters.

The ministry contracts with nonprofit societies, community colleges or qualified individuals to provide the required training. Individual agreements are prepared detailing the goals and time required for each client.

Table 56
Community Living Skills, 1979-80 to 1982-83

Year	Average Cost Per Unit-Hour of Service	Number of Unit-Hours of Services Provided	Approximate Number of Persons who Received Services
1982-83	$11.21	203,764	800
1981-82	9.32	136,943	543
1980-81	8.50	109,214	433
1979-80	7.65	20,575	80

Table 57
Number of Residents in Proprietary Residential Care Facilities, by levels of Care, 1981-82 and 1982-83

Year	Residences*	Personal Care	Intermediate Care I	Intermediate Care II	Intermediate Care III	Total Number of Residents**
1982-83	245	195	330	224	127	876
1981-82	215	226	292	196	112	826

* Residences include all forms of proprietary residences, private hospitals boarding homes, unlicensed family homes and long term care facilities which provide care for some mentally retarded persons.

** These are end-of-year figures. Some residents came into the program during the year; others were reassessed to higher or lower levels of care part way through the year.

Table 58
Number of Community Residences and Persons Accommodated, by Regions, 1982-83

Region	Number of Adult Community Residences*	Number of Residents**
1	6	16
2	4	14
3	34	278
4	13	154
5	10	25
6	43	199
7	4	48
8	2	9
9	39	46
10	36	143
11 and 20	30	98
12	17	115
13	25	84
14	7	69
15	-	-
16	1	6
17	12	77
18	20	62
19	20	49
TOTALS	323	1,492

* Residences include nonprofit Group Homes, Proprietary Boarding Homes including one and two bed unlicensed homes, Training Centres, and Semi-Independent Living Homes.

** In addition to these figures there were 17 residents accommodated in ministry funded residences classified as "other" which do not fall into major residential categories.

The Ministry of Human Resources took responsibility of planning for mentally retarded adults from the Mental Health Boarding Home program in March, 1982. The ministry has continued to extend reviews of the quality of care provided in licensed facilities.

During 1982-83 some individual resources were phased out and funds were directed into other more effective forms of residential care. Some regions contracted with societies which provided workers to help clients move from community residences into their own apartments. These workers continued to monitor and provide needed support as persons gained the confidence and skills necessary to maintain their new situations.

New residential services were opened in Vancouver, Surrey, Victoria, Duncan and Kamloops. The Community Living Society opened a home to accommodate multihandicapped residents who were ready to be discharged from Woodlands. Skeena Residence in Terrace reduced its occupancy in order to program more effectively for severely retarded residents once others had been moved to successful, more independent settings.

The ministry has also been involved with the Ministry of Education in encouraging and helping community colleges to plan and develop programs for the mentally retarded. These programs help retarded adults to acquire valuable new living skills as well as the confidence gained by being part of a normal setting. Evening college courses are also being planned in some communities for caregivers who operate community residences so their skills and knowledge can be further enhanced.

INSTITUTIONS

The three provincial institutions for mentally retarded persons presently have a combined resident population of approximately 1,200 adults and 140 children. Glendale Lodge, located in Victoria, serves Vancouver Island; Tranquille, located in Kamloops, serves the interior of the province; and Woodlands, located in New Westminster, serves the Lower Mainland and north coast.

The institutions offer a variety of services and programs which provide opportunities for social, educational, vocational, recreational, physical and psychological development. Residential services provide care and training to help residents reach their developmental potential and prepare for more independent living. Outreach services include assessment, training, and education. The institutions work in conjunction with field, regional and divisional staff in offering these services to mentally retarded persons, their families, caregivers, professionals, and related agencies in the community.

In 1981, Cabinet approved in principle the continued development of decentralized services for mentally retarded persons. This highlighted the shift in emphasis from care in large institutions to a range of community-based resources and this philosophy was continued in the 1982-83 fiscal year.

GLENDALE

Glendale Lodge provides residential, assessment, and training services to physically and mentally handicapped persons from Vancouver Island and the Gulf Islands.

Services provided at Glendale Lodge include:

- 300 beds for the care and development of severely and profoundly mentally handicapped persons on a long-term basis;
- 20 beds for the mentally handicapped on a short-term basis (one week to three months) to provide parent relief, parent vacation, parent respite in family illness or emergency, behaviour shaping to facilitate individual accommodation in own home or a community resource;
- Short-term training for the severely handicapped person;
- Comprehensive assessment service for handicapped individuals where there is an indication of retardation or of severe communication problems. This service also includes a travelling clinical team which covers the

major centres in the geographical area served quarterly, or more often if requested by professional people in the area. The team operates in conjunction with the Ministries of Health, Human Resources and Education and also provides training programs for teachers in schools, parent counselling in general, and advice and guidance to parents who wish to keep their child in their own home;

- A screening assessment for those with impaired hearing (in conjunction with the Ministry of Health and other professional groups interested in hearing programs);

- A nine to five day care program, five days a week, for physically and mentally handicapped of the Greater Victoria area who are residing at home;

- Dental services for retarded persons in the Greater Victoria area.

Glendale Lodge is operated by the Glendale Lodge Society, a nonprofit society registered under the British Columbia Societies Act. As part of Glendale Lodge, the society also operates three group homes, accommodating 25 severely mentally handicapped residents, in Victoria.

Table 59
Glendale, Resident Population, 1981-82 and 1982-83

Year	Admissions	Discharges	Resident Population at March 31
*1982-83	279	282	297
1981-82	93	99	312

Admissions:
- 20 admissions were over 30 days (18 residents)
- 2 transfers (resident/family requested)
- 257 short-term admissions (52 residents)

Discharges:
- 21 community placements
- 256 community placements after short-term admissions (52 residents)
- 5 deaths occurred

Glendale provides ongoing respite care for several children and adults each year.

Table 60
Glendale, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$10,926,086
1981-82	10,456,257
1980-81	10,105,353
1979-80	8,975,568
1978-79	8,579,857

TRANQUILLE

Tranquille provides residential, assessment and training services to mentally retarded children and adults from the northern and interior regions of the province. A travelling team service is also available to communities outside the centre to provide assessments, case consultations, home management services, and practical training for community service providers.

Services at Tranquille are divided into four programs. In 1982-83 the programs were organized to function as separate administrative areas to increase each program's autonomy and encourage the process of decentralization.

Outreach Program

In recognition of the ministry's goals to reduce and eventually eliminate institutional care and to develop full mental retardation services within community settings, greater emphasis has been placed on this program. Additional co-ordination and training has been carried out to increase community awareness and resources. More professional staff were assigned and more staff travel funds have been made available.

The program offers regional communities assistance and expertise in providing health and medical care, psychological and social work services, and psychiatric nursing. Special short-term assignments of nursing and care staff continue to be made in an effort to prevent breakdown of earlier placements and to aid in establishing new discharge placements.

East Program

This program was previously identified as Adult East Unit. A significant achievement in this program was the opening of Cottage 11 to provide a group living situation, similar to a community based boarding home, for a population of four to six longer-term institutionalized residents, the eventual goal being the placement of these residents in the community. The cottage operates in close association with Cottage 9 which was established a year earlier. The Cottage 11 Community Preparation Program will provide a transitional environment for those "higher level" residents who have lived in institutions for many years and thus have become excessively dependent on institutional patterns of living. Rather than intensive programming, these residents receive encouragement towards self-initiative and independent living.

West Program

Previously identified as Adult West Unit, this program continues to make good progress, particularly with those residents who are afflicted with serious physical handicaps. Improved wheelchairs with many special features including special adapted seating have been provided. Also, the Adapted Aquatics Program has been expanded to include a sauna whirl-pool bath. For the less physically handicapped, a work project involving the recycling of paper and other used products was activated and gradually expanded.

Youth Program

Much of the emphasis in this program has been in the area of education and pre-vocational training. Approximately 30 residents were involved in classes to learn basic skills in craft work. Enrollment in the Fitzwater School of the local school district has been increased and planning for school bus service was concluded with the local school district taking over the service.

Table 61
Tranquille, Resident Population, 1981-82 and 1982-83

Year	Admissions	Discharges	Resident Population at March 31
*1982-83	19	40	331
1981-82	8	13	359

* 1982-83 Admissions: Only 6 admissions were over 30 days

Discharges: 17 community placements
15 community placements after short term admissions
2 transfers (resident/family requested)
6 deaths occurred

NOTE: During this fiscal year policy changes occurred regarding resident's status when "on leave" and "discharged" which is reflected in the population totals.

Table 62
Tranquille, Resident Placements, 1982-83

To Family Home	To Independent Home	To Community Residential Facility	Total Placements
7	0	29	36

Table 63
Tranquille, Number of Clients, by type of service provided, 1982-83

Day-care Services	Short-term (30 days and under) Respite Care Services	Long-term Care Services	Counselling/ Referral Services	Total Number of Clients Served
N/A	16	5	Unknown	21

Table 64
Tranquille, Expenditures, 1978-79 to 1982-83

Year	Expenditures
1982-83	$ 13,716,821
1981-82	12,914,335
1980-81	11,529,979
1979-80	10,417,001
1978-79	9,327,128

WOODLANDS

In 1982-83 Woodlands continued as a back up resource to the regions of the Lower Mainland and North Coast. All residential, training and treatment services continued except for Alder Lodge, a residential satellite, which was transferred to Region 19, and the Provincial Inservice Resource Team, an Outreach service, which was assigned to Lower Mainland Special Services.

Community Development

Woodlands' achievements during the year reflect its involvement in the trend toward development of community-based services for the mentally retarded. The framework for this trend is the policy which assigns responsibility for long-term planning for each resident to his or her home region. Woodlands provided the regions with data on the long-and short-term needs of every resident as part of the General Service Planning (GSP) survey carried out by all regions of the Lower Mainland in the spring of 1982. Data processing for this GSP system has been undertaken by Woodlands' staff. An increasing number of regional staff, community agencies and parents are involving themselves in planning and placement of individual residents and the greater satisfaction with the outcomes of assessment and planning referrals for non-residents has been documented.

Community Placement

Woodlands continued to provide a wide range of support services to special needs retarded individuals in the institution, as well as in its catchment area. Among these services was the multi-discipline Seating Clinic which continued to assess non-ambulatory persons with a view to increasing their comfort and postural support.

Action toward implementation of community placement plans was taken with the regions and the Community Living Society for 103 residents. Fifty residents left Woodlands for alternative residential, treatment and training resources in the community, apart from the 49 who were transferred to Alder Lodge.

Standards

Woodlands continued to set and maintain high standards for delivery of service. Indicators and bench marks which were achieved in 1982-83 include: positive behaviour management guidelines being implemented through inservice training for 1200 staff members to carry out new procedures; 45 staff achieved mental retardation certification with 55 enrolled in the program, provided jointly by Douglas College and Woodlands; and the Quality Medical Care Assessment Committee was organized with representation from the Sub-Committee on Mental Retardation of the British Columbia Medical Association.

Table 65
Woodlands, Resident Population, 1981-82 and 1982-83

Year	Admissions	Discharges	Resident Population at March 31
*1982-83	17	116	711
1981-82	26	41	810

* 1982-83 Admissions: Only 4 admissions were over 30 days

Discharges: 44 community placements
49 community transfers (Alder Lodge)
7 community placements after short-term admissions
16 deaths occurred

Table 66
Woodlands, Resident Placements, 1982-83

Year	To Family Home	To Independent Home	To Community* Residential Facility	Total Placements
1982-83	4	0	96	100

* Includes Children, Adults, Community Living Society, Chapter Homes, Training Centres, and other residential community resources, as well as 49 people transferred to Alder Lodge.

Table 67
Woodlands, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$ 33,510,695
1981-82	31,671,677
1980-81	27,546,171
1979-80	23,620,917
1978-79	22,730,220

SECTION V

Income Assistance

INTRODUCTION TO PROGRAMS AND SERVICES

Income Assistance programs and services are authorized under the Guaranteed Available Income for Need (GAIN) Act. This legislation, passed in 1976, replaced the Social Assistance Act of 1945. The GAIN Act provides for a variety of financial and social services aimed at relieving poverty and providing a basic standard of living, and assisting persons in need to become independent and self-supporting.

Income Assistance programs and services are administered by 20 regional Ministry of Human Resources offices through 155 district offices.

INCOME ASSISTANCE

Eligibility for income assistance benefits is based on an objective measurement of an applicant's needs and financial circumstances. Policies which regulate the provision of services are regularly reviewed in accord with government and ministry direction. Similarly, continual attention is given to improving and streamlining administrative procedures to ensure prompt and efficient delivery of services to eligible persons.

To protect the rights of individuals applying for assistance, the ministry has an appeal process. Applicants who are refused income assistance benefits or who disagree with a decision can appeal. The appeal process is in two stages: an administrative review and a tribunal. A ministry "Appeal Kit" is readily available to all applicants.

Income Assistance is provided through three types of GAIN programs: GAIN Basic Income Assistance, GAIN for Handicapped, and GAIN for Seniors Supplement. (GAIN for Seniors Supplement information appears in the section titled Services to Seniors).

GAIN BASIC INCOME ASSISTANCE

GAIN Basic Income Assistance, administered under the Guaranteed Available Income for Need Act, provides financial assistance to persons to help meet basic living expenses. Basic Income Assistance consists of a shelter variable, determined partly by the family's actual shelter costs, and a support allowance. The monthly benefit levels, outlined in Schedule A of the GAIN Regulations, are based on the number of persons in the family.

Basic Income Assistance is intended as a temporary measure in time of need. Policies have been developed to encourage employable clients to achieve independence sooner, while at the same time offering them additional supports to do so. Monthly benefits are issued to eligible persons, aged 19 to 64, the majority of whom require assistance for a short period only. For children living with relatives, assistance may be provided in some cases at the maintenance rates established for foster care in order to provide continuity for the child within the extended family.

Basic Income Assistance caseloads increased 60 percent in 1982-83 over 1981-82 levels. The policy initiatives introduced in October, 1981, to assist employable recipients, continued during 1982-83. Even in this period of high unemployment, client turnover remained steady. Approximately 30 percent of applications received were from persons awaiting the processing of Unemployment Insurance claims. Ministry staff worked closely with the federal Unemployment Insurance personnel to ensure clients entitled to Unemployment Insurance benefits received payments with minimal delay.

In May, 1982, Income Assistance rates were increased. Depending on family size, the shelter allowances were increased by 14 percent and 18 percent and the support portion was increased by 12.7 percent. Prior to May, 1982, Income Assistance rates were determined by length of time on assistance, employability, and age. Since May, 1982, all unemployable recipients who have been on

assistance for over four months qualify for an increased benefit rate, regardless of age. A new category was also created,providing for increased benefits to the employable single parent with one child.

Development of the on-line computer system for GAIN programs continued in 1982-83 with the completion of the General Requirements Definition, the System Design Proposal and the Master Project Plan. The implementation of the system is being staged in five "Releases", with Release 1 scheduled for the fall of 1983.

To assist single parents to achieve independence, ministry staff together with representatives from the Ministry of Attorney General convened an inter-ministry advisory committee in 1982-83 to examine the area of matrimonial and child maintenance. The committee reviewed research conducted throughout Canada and the United States regarding the problems faced by separated spouses in their attempts to obtain adequate awards and to receive payments on a regular basis. A proposal is presently being drafted which will address the issues and requirements for an effective maintenance enforcement program.

In the event of a civil emergency such as a flood, fire or earthquake, the ministry is responsible for providing essential emergency social services to victims of a disaster. Efforts continued in 1982-83 to strengthen the delivery system and assist communities in preparing individual disaster response plans. Ministry staff worked closely with municipal officials and volunteer organizations including the Red Cross, Salvation Army, and Ham Radio Operators. The ministry has also established links with the Ministry of Environment (Provincial Emergency Program), the Ministry of Health, police and communication departments. During 1982-83, the ministry responded to several civil emergencies by providing assistance to families requiring evacuation from their communities due to mud slides, flooding and a propane gas spill. Training programs to assist staff and volunteers are underway to ensure an appropriate and immediate response in the event of a disaster.

In a continuing effort to assist individuals to become financially independent within the shortest possible time, the ministry is committed to the challenge of working co-operatively and innovatively with the private sector in developing approaches to achieve this objective.

Table 68
Average Monthly Number of Recipients (Including Dependents), GAIN Basic Income Assistance, 1978-79 to 1982-83

Year	Number of Recipients
1982-83	177,560
1981-82	130,392
1980-81*	124,280
1979-80	115,914
1978-79	114,622

* GAIN for Seniors (60-64) was incorporated into GAIN Basic Income Assistance as of July 1, 1980. The 1980-81 figure includes the average monthly number, from July 1, 1980 to March 31, 1981, of approximately 6,000 GAIN for Seniors (60-64) recipients.

Table 69
Average Number of Income Assistance Recipients Per Month, by Category, 1982-83

Category	1982-83
Heads of Family	43,001
Single Persons	49,342
Total Case Load	92,343
Dependents	85,217
Average Monthly Total	177,560

Table 70
GAIN Basic Income Assistance, Number of Cases Per Month,1981-82**

Month	Cases Closed*	Cases Opened*	Increase/ Decrease	Total Cases
April 1982	10,955	10,576	- 379	65,397
May 1982	10,043	11,660	+ 1,617	67,014
June 1982	9,528	13,174	+ 3,646	70,660
July 1982	10,706	11,893	+ 1,187	71,847
August 1982	10,116	12,610	+ 2,494	74,341
September 1982	9,868	14,902	+ 5,034	79,375
October 1982	11,200	13,879	+ 2,679	82,054
November 1982	10,176	15,483	+ 5,307	87,361
December 1982	9,863	16,767	+ 6,904	94,265
January 1983	11,299	13,467	+ 2,168	96,433
February 1983	10,485	13,876	+ 3,391	99,824
March 1983	10,795	13,562	+ 2,767	102,591

* Cases Closed: Those clients who did not receive income assistance in the current month but received income assistance in the previous month.

* Cases Opened: Those clients who received income assistance in the current month but did not receive income assistance in the previous month.

** Cases reflect number of applicants (includes single persons and family heads only, not dependents). These figures do not include Child-in-Home of Relative, or cases where one person is 60-64, handicapped, or age 65 and over.

Table 71
Number of Cases of Income Assistance, by Category and Regions, as of March 31, 1983

Category	Region 1 (Vancouver East)	Region 2 (Vancouver Burrard)	Region 3 (Okanagan)	Region 4 (Kootenays)	Region 5 (Prince George/ Cariboo)	Region 6 (Fraser Valley)	Region 7 (Prince Rupert/ Bulkley Valley)	Region 8 (North and South Peace River)	Region 9 (Kamloops Mainline)	Region 10 (Vancouver Island - North of Malahat)	Region 11 (Victoria West)
Single Men	1,664	4,610	2,211	1,305	2,448	1,956	1,211	998	2,035	3,595	1,469
Single Women	921	2,033	1,181	611	1,089	1,102	461	349	971	1,668	675
One Parent Family	898	1,088	2,289	1,295	2,450	2,377	915	776	1,936	3,457	1,164
Two Parent Family (incl. communals)	311	309	1,236	738	1,428	1,305	580	363	1,100	2,079	536
Couples	229	408	625	250	485	514	157	189	485	697	218
Child with Relative	58	55	145	103	315	165	218	133	170	264	87
Dependents:											
Children	2,036	2,059	6,454	3,697	7,512	7,090	2,983	2,320	5,640	10,333	3,232
Spouses	340	717	1,861	988	1,913	1,819	737	552	1,585	2,776	754
TOTAL CASES	4,081	8,476	7,542	4,249	8,215	7,419	3,542	2,808	6,697	11,760	4,247
TOTAL RECIPIENTS	6,657	11,252	15,857	8,934	17,640	16,328	7,262	5,680	13,922	24,869	8,233

Category	Region 12 (Fraser South)	Region 13 (Fraser North)	Region 14 (North Shore/Sun-shine Coast	Region 15 (Vancouver Downtown Strathcona)	Region 16 (Vancouver South)	Region 17 (Vancouver West)	Region 18 (Surrey)	Region 19 (Coquitlam/ Maple Ridge)	Region 20 (Victoria East)	PROVINCIAL TOTALS
Single Men	1,350	2,700	1,911	5,170	2,051	1,180	1,764	1,478	1,197	42,303
Single Women	694	1,377	750	784	1,063	572	808	709	722	18,540
One Parent Family	1,571	1,571	1,303	194	1,442	491	1,960	1,487	1,018	29,413
Two Parent Family (incl. communals)	472	473	578	140	518	164	867	569	313	14,079
Couples	211	344	280	222	314	114	301	207	186	6,436
Child with Relative	55	104	60	16	78	28	86	81	53	2,274
Dependents:										
Children	2,915	3,423	3,294	638	3,526	1,127	5,157	3,590	2,239	79,265
Spouses	683	817	858	362	832	278	1,168	776	499	20,515
TOTAL CASES	3,946	6,569	4,882	6,526	5,466	2,549	5,786	4,531	3,489	112,780
TOTAL RECIPIENTS	7,544	10,809	9,034	7,526	9,824	3,954	12,111	8,897	6,227	212,560

Total figures include cases where one person is 60-64, handicapped or age 65 and over.

Table 72
Income Assistance Rates (Applicable During First Four Months of Eligibility), Effective May 1982

Unit	Support	Maximum Shelter	Total
1 (aged 19-59)*	$175	$ 200	$ 375
2	280	340	620
3	360	410	770
4	415	455	870
5	470	495	965
6	530	510	1,040
7	585	525	1,110
8	635	545	1,180
9	685	565	1,250
10	735	585	1,320

* For aged 60-64, see the following Table.

Table 73
Basic Income Assistance Rates (Applicable After Four Consecutive Months), Effective May 1982**

Unit	Support	Maximum Shelter	Total
1 (aged 19-64)	$ 230	$ 200	$ 430
2 (aged 19-64*, couple, or parent and child)	335	340	675
3	395	410	805
4	450	455	905
5	505	495	1,000
6	565	510	1,075
7	620	525	1,145
8	670	545	1,215
9	720	565	1,285
10	770	585	1,355

* For a couple, both aged 60-64, add $25 to the basic rate.

** Effective October 1981, only persons determined unemployable may receive these increased rates after four consecutive months; employable persons would continue to receive income assistance rates outlined in the previous Table.

Table 74
GAIN Basic Income Assistance, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83*	$609,223,335
1981-82*	369,662,661
1980-81	270,380,951
1979-80	227,145,681
1978-79	158,074,606

* For fiscal years 1981-82 and 1982-83, the statistics include the benefits paid to handicapped persons and their dependents.

Table 75
Employability Status of Basic Income Assistance Cases, Average for Year, 1978-79 to 1982-83

Year	1982-83	1981-82	1980-81	1979-80	1978-79
Employable	50,454	30,333	27,587	24,867	23,089
Unemployable	41,888	36,571	35,608	31,406	31,784

Table 76
Employability Status of Income Assistance Cases*, by Region, as of March 31, 1983

Region	Employable	Unemployable
1	2,199	1,882
2	5,271	3,205
3	4,661	2,881
4	2,859	1,390
5	4,755	3,460
6	4,346	3,073
7	2,369	1,173
8	1,701	1,107
9	4,365	2,332
10	7,445	4,315
11	2,341	1,906
12	2,322	1,624
13	3,929	2,640
14	3,392	1,490
15	3,371	3,155
16	3,178	2,288
17	1,540	1,009
18	3,423	2,363
19	2,753	1,778
20	1,913	1,576
TOTALS	68,133	44,647

* Figures include cases where one person is 60-64, handicapped or age 65 and over.

GAIN FOR HANDICAPPED

GAIN for Handicapped benefits are provided to persons who qualify as handicapped under the guidelines specified in the GAIN Act and Regulations.

To qualify for monthly handicapped benefits, applicants must be between the ages of 18 and 64, and must meet financial eligibility requirements in terms of assets and other income. Applicants must also have their physician or a specialist, where appropriate, submit a report to the ministry's Income Assistance Division to determine if the "handicapped" designation is pursuant to section 2 (12) of the GAIN Regulations.

Since April, 1979, GAIN for Handicapped benefits have been increased each quarter, in January, April, July and October. As of April, 1983, the maximum monthly benefit for a single handicapped person was $548.14. Benefits vary based on the recipient's family size and shelter costs.

The ministry continues to provide ongoing medical benefits for handicapped recipients who obtain employment. Handicapped clients who cannot remain in the work force may resume receiving GAIN for Handicapped benefits upon terminating their employment.

Table 77
Number of Persons in Receipt of GAIN for Handicapped as of March 31, 1979 to 1983

Year	Number of Persons*
1983	15,823
1982	14,040
1981	13,726
1980	13,469
1979	12,526

* The statistics do not include the number of dependents of handicapped persons. Dependents are shown in Table 00.

OTHER SERVICES AND BENEFITS

Under the provisions of GAIN legislation, a range of supplementary benefits is available to recipients who qualify.

School Start-up Allowance

Under Section 3, Schedule A of the GAIN Regulations, a School Start-up Allowance is available to income assistance families with dependent children to help meet extra costs at the start of the school year. In 1982-83, this allowance was $25 for children age 6 to 11 inclusive, and $38 for children age 12 and older.

Table 78
School Start-Up Allowance, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$1,220,994
1981-82	878,069
1980-81	723,977
1979-80	358,115
1978-79	711,224

Christmas Supplementary Allowance

In 1982-83, a Christmas Supplementary Allowance was again made available to income assistance recipients in the month of December. The allowance for a single person was $20 and $50 for a family.

Table 79
Christmas Supplementary Allowance, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$3,231,741
1981-82	2,104,832
1980-81	2,049,268
1979-80	1,969,693
1978-79	1,009,867

Camp Fees

In 1982-83, the ministry continued to make funds available to enable handicapped persons and children of income assistance recipients to attend recognized summer camp programs. These funds are allocated on a regional basis.

Table 80
Camp Fees, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$ 269,327
1981-82	225,395
1980-81	179,766
1979-80	104,653
1978-79	112,548

Crisis Grants

When an income assistance recipient is without assets, income or other resources to meet an emergency, the ministry may provide additional assistance in the form of a crisis grant. These grants are provided to prevent immediate danger to a recipient's physical health and safety.

Table 81
Crisis Grants*, Expenditures, 1979-80 to 1982-83

Year	Expenditure
1982-83	$2,782,027
1981-82	$2,165,383
1980-81	1,577,243
1979-80	1,529,187

* Prior to 1979-80, crisis grants were budgeted under special needs allowance.

Diet Allowance

When recommended by a physician, dietician or nutritionist, a maximum allowance of up to $20 per month may be provided to a recipient to meet extraordinary dietary requirements.

Table 82
Diet Allowance, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$1,048,655
1981-82*	$953,581
1980-81	989,856
1979-80	976,502
1978-79	934,622

* The 1981-82 expenditure figure includes 11 months only, due to a change in the accounting cycle. Prior to 1981-82, these expenditures were recorded on a cash basis. Consistent with other ministry expenditures, these expenditures are now recorded on an accrual basis.

Natal Allowance

Upon written confirmation by a medical practitioner, a natal allowance of up to $25 per month may be granted to a recipient who is pregnant. A prenatal allowance may be provided for a maximum period of 12 months; a post-natal allowance may be provided to the mother and her infant for a maximum of six months commencing at the birth date of the child.

Table 83
Natal Allowance, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$ 835,648
1981-82*	580,927
1980-81	562,582
1979-80	509,377
1978-79	464,120

* The 1981-82 expenditure figure includes 11 months only, due to a change in the accounting cycle. Prior to 1981-82, these expenditures were recorded on a cash basis. Consistent with other ministry expenditures, these expenditures are now recorded on an accrual basis.

Guide Dog Allowance

A person in receipt of income assistance who uses a registered guide dog is entitled to receive an additional allowance of $35 per month to assist with the costs of the dog.

Burial of Indigents

Where a deceased person has no estate, relatives or other persons able to assume responsibility for burial costs, the ministry provides payment of burial or cremation costs.

Table 84
Total Indigent Burials*, 1979-80 to 1982-83

Year	Number
1982-83	525
1981-82	532
1980-81	552
1979-80	542

* Provincial numbers of indigent burials were not recorded prior to 1979-80.

Table 85
Burial of Indigents, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$553,577
1981-82	448,844
1980-81	327,392
1979-80	290,548
1978-79	235,229

Comforts Allowance

When an individual has no other source of income, a comforts allowance may be provided to eligible recipients receiving subsidized care in a personal care facility or a residential treatment centre. An allowance of up to $50 per month may be granted to a recipient to meet his or her personal and recreational needs.

Table 86
Comforts Allowance Recipients*, 1979-80 to 1982-83

Year	Average Monthly Caseload
1982-83	3,200
1981-82	3,164
1980-81	3,086
1979-80	3,013

* Provincial caseload figures were not reported prior to 1979-80.

Table 87
Comforts Allowance, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$2,290,299
1981-82*	2,109,375
1980-81	2,218,088
1979-80	1,865,519
1978-89	1,841,573

* The 1981-82 expenditure figure includes 11 months only, due to a change in the accounting cycle. Prior to 1981-82, these expenditures were recorded on a cash basis. Consistent with other ministry expenditures, these expenditures are now recorded on an accrual basis.

Earnings Exemption

The Earnings Exemption program allows eligible income assistance recipients to keep a portion of their earnings from a job to assist with work-related expenses. Policy allows an earnings exemption of up to $50 a month for a single person and up to $100 a month for a single handicapped person or a person with dependents. The program is administered under the statutory authority of the Guaranteed Available Income for Need Act (section 3, subsection 2; section 10; section 9, subsection 1). The program is designed to encourage clients in their transition from income assistance to employment.

RentAid

RentAid was a supplementary income program which operated in 1981 as a tax credit program under the statutory authority of the British Columbia Income Tax Act (section 4(a)). The program was suspended effective January 1, 1982.

RentAid was funded by the provincial government but was administered through the federal income tax system. Expenditures reported for the 1982-83 fiscal year relate to benefits paid out on claims for the 1981 taxation year.

Table 88
RentAid, Expenditures, 1979-80 to 1982-83

Year	Expenditures
1982-83	$21,200,000
1981-82	21,627,784
1980-81	21,668,624
1979-80	15,479,415

Repatriation

In special circumstances, income assistance recipients may be assisted to return to their province or country of origin. Where such a move would assist recipients to obtain improved employment opportunities or be reunited with families, ministry staff work in co-operation with the authorities in the other province or country to facilitate the recipients' return.

Table 89
Repatriation, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1982-83	$118,777
1981-82	129,264
1980-81	110,261
1979-80	82,526
1978-79	93,342

ADULT RESIDENTIAL RESOURCES

In 1982-83, the ministry continued to provide funds to registered nonprofit societies for the development and operation of emergency shelters (transition houses) and single persons' hostels. This funding is provided under the GAIN Act (section 2).

During 1982-83, there were 37 emergency shelter and hostel facilities funded by the ministry to provide accommodation for a limited time to eligible persons. The contract provides for the facility to bill the local ministry office on a monthly basis at a predetermined rate. Where applicable, adult residential facilities providing temporary care must meet licensing requirements under the Community Care Facilities Licensing Act. Hotels used as hostel resources must have the approval of the local Human Resources district office.

Emergency shelters provide temporary room and board for women and children who are in a period of transition and who require income assistance. In communities where there is a large demand for this type of accommodation, a local society may operate a residential facility that offers accommodation and support services. In communities where a single residential facility is not required, the local society may develop and operate several SAFE homes. These are private homes used to provide safe refuge to women and their children, as needed. In 1982-83, the ministry provided funding for 29 emergency shelter facilities including five SAFE homes.

Single Persons' hostels provide short-term accommodation to persons seeking employment. This service is primarily designed to accommodate the needs of transients and persons recently released from hospitals, prisons or treatment centres. These facilities may also provide a referral service to assist residents in obtaining employment.

Some facilities, which offer treatment for persons with alcohol and drug related problems, are jointly funded with the provincial Alcohol and Drug Commission of the Ministry of Health. Under an agreement with the Ministry of Health, the Ministry of Human Resources pays accommodation costs of eligible income assistance recipients and the Ministry of Health funds the treatment program.

Table 90
Emergency Shelters (Transition Houses), 1979-80 to 1982-83

	1982-83	1981-82	1980-81	1979-80
Number of Facilities	24***	21**	21	13
Total Capacity*	187	197	216	159
Average Capacity Per Shelter*	8	9.4	10	12
Average Per Diem Rate*	$ 24.95	$ 22.53	$ 19.81	$ 15.26

* Figures refer to adult capacity and per diem rates only.
** This figure does not include four SAFE homes funded in 1981-82.
*** This figure does not include five SAFE homes funded in 1982-83.

Table 91
Single Persons' Hostels, 1979-80 to 1982-83

	1982-83	1981-82	1980-81	1979-80
Number of Facilities	28	30	27	26
Total Capacity*	699	672	595	565
Average Capacity Per Shelter*	29	29	29	29
Average Per Diem Rate*	$ 18.01	$ 16.80	$ 16.50	$ 14.19

* Figures refer to adult capacity and per diem rates only.

Table 92
Facilities Shared With Alcohol and Drug Commission, 1979-80 to 1982-83.

	1982-83	1981-82	1980-81	1979-80
Number of Shared Facilities	10	8	10	10
Total Capacity*	205	157	186	186
Average Capacity Per Facility	20	20	19	18
Average Per Diem Rate	$ 11.50**	$ 16.50	$11.66	$11.66

* Figures refer to adult capacity and per diem rates only.
** Ministry of Human Resources responsible now for user fee only--Ministry of Health responsible for balance of per diem rate.

Table 93
Emergency Shelters (includes Transition Houses), Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$ 2,458,910
1981-82	2,219,072
1980-81	1,708,910
1979-80	681,785
1978-79	341,988

Table 94
Single Persons' Hostels, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$ 1,296,069
1981-82	1,261,061
1980-81	1,829,795
1979-80	2,169,992
1978-79	1,747,581

Table 95
Alcohol and Drug Shared Facilities, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$ 1,117,136
1981-82	620,744
1980-81	1,191,129
1979-80	984,511
1978-79	625,903

Ministry Inspectors

The Ministry Inspectors program is responsible for investigating alleged fraud and recommending procedures to prevent its occurrence. In the most serious cases, court action is undertaken. Where possible, overpayments fraudulently obtained are recovered through out-of-court settlements. The Ministry Inspectors program operates under the statutory authority of the Guaranteed Available Income for Need Act (section 2, subsections 1 and 2).

In 1982-83, 6,367 allegations were investigated. There were 193 charges involving 441 individual counts and alleged fraud in the amount of $681,452.79. Additionally, 1,159 settlements were negotiated without court action totalling $1,097,117.09.

Table 96
Monthly Report of Cases Referred to Inspectors for Investigation, 1980-81, 1981-82 and 1982-83.

Month	1982-83	1981-82	1980-81
April	410	299	379
May	401	396	358
June	444	371	399
July	548	339	383
August	367	403	400
September	476	395	433
October	565	420	405
November	570	443	466
December	470	401	295
January	614	483	453
February	651	435	381
March	811	495	310
TOTALS	6,327	4,880	4,662

Table 97
Ministry Inspectors, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$ 908,727
1981-82	845,076
1980-81	733,836
1979-80	653,243
1978-79	618,100

Table 98
Ministry Inspectors Program, Statistical Data Covering all Regions, 1978-79 to 1982-83

	1982-83	1981-82	1980-81	1979-80	1978-79
Total number of cases reported for investigation	6,327	4,880	4,662	4,160	4,013
Charges laid	193	171	209	212	235
Cases still before court as of March 31, 1983	158	144	N/A	N/A	N/A
Investigations completed	5,598	4,961	4,331	4,568	3,447
Unfounded complaints or insufficient evidence to proceed	1,611	1,150	913	1,242	950
Total value of recoveries made, ordered or agreed to	$1,139,608.66	$885,999.99	$775,831.17	$510,770.05	$446,729.79
Settlements negotiated out of court	$1,097,117.09 (1,159 cases)	$715,743.60 (788 cases)	$583,818.28 (675 cases)	$475,078.05 (579 cases)	$335,209.46 (436 cases)
Total amount of monthly assistance terminated due to inspectors' involvement	$ 404,296.44 (1,552 cases)	$356,457.30 (723 cases)	$311,147.02 (687 cases)	$255,404.47 (684 cases)	$253,975.48 (714 cases)

Note: The above represents only the amount of monthly assistance being granted at the time of termination. No attempt has been made to estimate the amount which may have been wrongfully received had assistance not been terminated.

HEALTH CARE SERVICES

Health Care Services provides quality health care for eligible income assistance recipients, through basic coverage under the Medical Services Plan of British Columbia. The services of this division are provided under the statutory authority of the Guaranteed Available Income for Need Regulations (section 29).

Health Care Services include medical, dental, optical and ancillary services. Medical transportation and special need services are also provided. The following groups of persons are eligible for health care coverage through the ministry:

Persons eligible for GAIN for Handicapped benefits:

- Unemployable income assistance recipients under 65 years of age and their dependents;
- Single parent income assistance recipients and their dependents;
- Children in the care of the Superintendent of Family and Child Service; and
- Children in the home of relatives who receive GAIN benefits on their behalf.

Health care coverage is provided for low income families, particularly those with children who need ongoing treatment or materials on a time limited basis.

Health Care Services provides ministry district office staff with information on available health care services. The division retains medical and dental specialists for consultation.

Accounts from medical practitioners are paid by the Medical Services Plan of British Columbia. Accounts for hospital services are paid by the Hospital Programs Branch of the Ministry of Health.

Most costs of Health Care Services programs are shared equally with the federal government under Canada Assistance Plan funding.

The Health Care Services division processes accounts for the following services:

Medical Services

Payment is made for medical examinations that are required by the ministry for the administration of the GAIN program. As well, the division pays on behalf of eligible persons who require medical clearance for activities such as camp attendance, sports or post-stroke programs.

Nutritional needs which have been medically advised, such as food supplements and enriched diets for the seriously ill, may also be covered if approved by the division.

Dental Services

Persons whose Medical Services Plan coverage was provided by the Ministry of Human Resources continued to be eligible for basic dental services, up to a limit of $700 per annum, under the Dental Care Plan of British Columbia.

For those clients who required basic dental care costing in excess of $700, or special dental care, approval was given and the costs were provided by Health Care Division. As well, the division continued to provide orthodontia for children-in-care and for eligible children of families on income assistance.

Optical Services

Optical services for eligible clients may also be provided with the approval of the division.

Ancillary Services

The division provides medical needs, such as braces and surgical supports, when a client's income and assets do not permit private purchase.

Prescribed wheelchairs may also be provided. In such cases, the Canadian Paraplegic Association or other specialized agencies may be requested, at the division's expense, to assess a client's physical needs and environmental circumstances and recommend suitable equipment. A variety of specialized equipment is provided through the division to meet the needs of handicapped children. To obtain the best possible prices, purchases are made through the British Columbia Purchasing Commission.

Transportation to and from clinics, nursing homes, rehabilitation centres and hospitals may be provided for clients who cannot use public transportation. In cases of life-saving emergencies, transportation costs may be paid for people on low incomes. Local transportation can be authorized by local ministry offices. The ministry's ability to assist with transportation costs has resulted in the provision of specialized medical and surgical procedures which might not otherwise have been available to many British Columbia residents.

Table 99
Applications for GAIN for Handicapped Benefits, 1981-82 to 1982-83

Year	Applications Received	Applications Approved
1982-83	3,909	3,660
1981-82	4,296	2,218

Table 100
Health Care Services, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$ 9,004,160 *
1981-82	7,086,087 *
1980-81	12,776,079
1979-80	13,006,051
1978-79	11,594,140

* Effective January 1, 1981, basic dental care for clients of the ministry was administered and financed through the Ministry of Health's Denticare program.

Table 101
Gross Costs of Health Care Services, 1978-79 to 1982-83

Year	Medical	Drugs*	Dental**	Optical	Transportation	Other	TOTALS
1982-83	$2,714,525	$90,807,952	$1,156,427	$2,000,858	$1,967,148	$1,165,202	$99,812,112
1981-82	2,096,180	69,673,875	701,285	1,673,152	1,622,940	992,530	76,759,962
1980-81	1,629,753	54,137,943	7,532,995	1,465,439	1,252,736	895,156	66,914,022
1979-80	1,480,852	46,257,728	8,784,379	1,230,356	807,215	722,358	59,282,888
1978-79	1,204,134	37,321,647	7,905,683	1,096,989	767,564	619,769	48,915,786

* Included under Drugs are drug costs incurred under Pharmacare, which commenced January 1, 1974.
** Effective January 1, 1981, basic dental care for clients of the ministry was administered and financed through the Ministry of Health's Denticare program.

SECTION VI

Pharmacare

PHARMACARE

Pharmacare provides assistance with the costs of designated prescription drugs, ostomy supplies and prosthetic appliances. It is administered under the statutory authority of the Guaranteed Available Income for Need Regulations (section 10).

Pharmacare administers four programs, each benefiting a different group of people. While benefit items are identical within the four plans, eligibility and degree of assistance vary.

Pharmacare is provided where the expense of medical supplies to the individual or family is considered prohibitive. The intent of the program is to provide assistance with the major share of expense. However, responsibility for purchase of some items, or a share of some items, rests with the individual. The prescribed items eligible for payment assistance cover a wide range of therapy.

The Ministry of Human Resources maintains its authority to establish benefit status and the level of payment assistance for any item.

Before the establishment of Pharmacare in 1974, the expense of proper medication was a heavy burden for elderly persons on low incomes. The elderly constitute approximately 10 percent of our population, receive 22 percent of all prescriptions, and account for over 28 percent of all drug expenditures in the province. A higher number of prescriptions are being filled for elderly citizens than were filled prior to Pharmacare's introduction.

In June 1977, Universal Pharmacare was introduced to provide partial protection against major drug and other medical expenses for all citizens not receiving benefits on a fully paid basis. Universal Pharmacare provided 80 per cent reimbursement for all eligible expenses exceeding an annual deductible.

The ministry's Pharmacare services can be divided into three areas: eligible recipients, benefits and levels of payment.

Eligible Recipients

Group 1: Payment is provided on behalf of:

- Plan A - individuals holding a valid Pharmacare card issued on the basis of age (65 years of age or over) and residency;
- Plan B - individuals resident in a licenced long-term care facility; and
- Plan C - individuals and dependents eligible for the Ministry of Human Resources Medical Benefits Program.

Group 2: Universal Pharmacare

- Plan E - Partial government assistance is provided on behalf of every British Columbian not eligible for Group 1 who is registered with Medical Services Plan of British Columbia. Those receiving fully-paid benefits from union or employer-sponsored plans, or from DVA, DIA, or Workers' Compensation, will continue to be covered by those programs.

Benefits

Pharmacare provides payment or reimbursement for therapeutic medications which are reasonably prescribed by a physician, dentist or podiatrist. Those medications must be included in Schedule A, Part 1, and Schedule A, Part 3, Division 2, of the British Columbia Pharmacist Act. In addition, Pharmacare pays for syringes for diabetics.

Even where medications appear in designated schedules of the British Columbia Pharmacist Act, Pharmacare does not provide direct payment or reimbursement for exempt narcotic preparations such as 222s, vitamin combinations or vitamin-mineral combinations with iron, and antacids.

Good medical and pharmacy practice is expected to be followed in determining prescribing dispensing quantities. For fully paid benefits, Pharmacare will accept claims for 100 days' supply as a maximum.

Ostomy supplies and designated permanent prosthetic appliances are paramedical benefits of Pharmacare.

Fees and Payments

For people in Group 1, payment for prescription services is made directly to the pharmacy by Pharmacare. Charges are the same as those made to any customer for the same prescribed item. People in Group 2 are expected to pay the pharmacist directly and be reimbursed after submitting a completed claim form along with official Pharmacare receipts.

Individuals in Group 1 are eligible for paramedical items as fully paid government benefits. Payment for such items is made directly to the suppliers by government. All other patients receiving ostomy supplies and designated prosthetic appliances are expected to pay their pharmacist or other supplier directly. Reimbursement is made to the patient upon submission of a completed claim form.

Drug Use Review Project

In 1979, the ministry provided financial support for a study based on Pharmacare payment data. The purpose of the study was to identify patterns of drug use within the province and to recommend efforts of improving the prescription process.

The initial analysis was made using Pharmacare data from the sixty day period of June-July 1979. The analysis confirmed the validity of Pharmacare payment records as a data base and an educational program was developed by the professional organizations of medicine and pharmacy.

The educational programs consisted primarily of advice to individual practitioners, from the licensing bodies, indicating overall trends in drug use and specific problem areas.

Following the distribution of the educational material to medical and pharmacy personnel, Pharmacare records were again analyzed. This second analysis was based on payment records for June-July 1980 and illustrated a significant decline in prescribing and dispensing of prescription drugs relative to the sixty day period previously studied. In terms of reduced numbers of prescriptions, average quantities and average costs, the Drug Use Project was considered a success and funding has been approved on an ongoing basis. The format, method and procedures of the original study have been maintained and analysis continues to demonstrate positive results.

Table 102
Pharmacare, Expenditures, by Plan, 1982-83

Plan Type	Number Eligible	Number Rx	Expenditure
Plan A (65+)	317,000	3,807,424	$53,039,000
Plan B (LTC)	19,000	909,487	9,003,000
Plan C (MHR)	135,000	1,087,000	13,366,000
Plan E (Universal)	2,200,000	* 127,000	15,400,000

* These are claims, not Rx.

Table 103
Pharmacare, Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$90,808,000
1981-82	69,643,000
1980-81	54.137,943
1979-80	44,257,728
1978-79	37,321,647

SECTION VII

Services to Seniors

INTRODUCTION TO PROGRAMS AND SERVICES

The Ministry of Human Resources delivers a variety of programs for senior citizens to support and enhance their independence, well-being and health. Services are provided that recognize the special needs of seniors and assist them to meet as many of their own needs as possible, while promoting a greater utilization of community resources.

The GAIN Seniors' Supplement benefit program provides income support for those seniors whose income is less than the province's assured level. There is also a rent subsidy program (SAFER) which provides cash assistance to eligible senior citizens so that they do not have to spend an unreasonable portion of their income on rent. In addition, subsidized bus passes can be obtained for a relatively modest fee by anyone over 60 who is a recipient of the Federal Guaranteed Income Supplement or GAIN for Handicapped benefits or GAIN benefits for those age 60 years or older.

The ministry also provides extensive information about all government programs and services available to senior citizens. Seniors who experience difficulty in determining where to go and how to get the services can obtain help and guidance from volunteer Senior Citizens' Counsellors who assist the ministry in communities throughout the province.

GAIN FOR SENIORS SUPPLEMENT

GAIN For Seniors Supplement provides benefits in addition to the federal government's Old Age Security, Guaranteed Income Supplement and Spouses' Allowance programs. This program operates under section 2 of the Guaranteed Available Income for Need Act.

Persons eligible for the GAIN For Seniors' Supplement are paid automatically, based on information supplied by the federal Old Age Security division of Health and Welfare Canada.

Over the years, steady increases in Canada Pension Plan benefits have reduced the number of pensioners eligible for the GAIN For Seniors Supplement, with a resulting decrease in program expenditures.

Table 104
GAIN For Seniors Supplement, Expenditures, 1978-79 to 1982-83.

Year	Expenditure
1982-83	$19,780,363
1981-82	22,238,463
1980-81	25,101,262
1979-80	28,104,256
1978-79	31,047,412

Table 105
Number of Persons in Receipt of GAIN For Seniors Supplement, as of March 31, 1979 to 1983.

Year	Number of Persons
1983	51,909
1982	59,562
1981	67,569
1980	74,563
1979	80,057

SAFER

The Shelter Aid for Elderly Renters (SAFER) program provides direct cash assistance to Old Age Security recipients renting in British Columbia so that they do not have to spend an unreasonable portion of their income on rent. Eligibility is based on income, rent and residency requirements. The program operates under statutory authority of the Shelter Aid for Elderly Renters Act.

SAFER benefits equal 75 percent of the amount by which rent exceeds 30 percent of the applicant's total income. Effective July 1, 1982, the maximum monthly rent that could be claimed for SAFER benefits was $330 for a single person and $365 for a couple.

To be eligible for SAFER benefits, applicants must be 65 years of age or older, renting a principal residence and paying more than 30 percent of their income towards rent. They must also be receiving Old Age Security, and either the applicant or the spouse must have resided in British Columbia for two years immediately prior to application or for five continuous years at anytime in the past. Persons already receiving a provincial rental subsidy (British Columbia Housing Management Commission or Long Term Care program) are not eligible for SAFER.

Benefits begin July 1 of each year and continue to June 30 of the following year. Eligibility for SAFER must be re-established in May or June of each year by submitting a reapplication updating the applicant's income and address. Income that is considered includes Old Age Security, Guaranteed Income Supplement, GAIN, Basic Income Assistance, War Veteran's benefits and Worker's Compensation plus all other sources of income (interest, dividends, private sources, Canada Pension Plan) from the previous year.

The increases in the various pension benefits have resulted in a reduction in the number of SAFER recipients and amounts paid out in benefits.

Table 106
Total SAFER Recipients, 1978-79 to 1982-83

Year	Number
1982-83	10,640
1981-82	11,363
1980-81	12,500
1979-80	13,500
1978-79	15,000

Table 107
SAFER Recipients, by Regions, 1981-82 and 1982-83

Region	Number of SAFER Recipients 1982-83	1981-82
Outer Coast	462	471
Capital Regional District	2,130	2,306
Fraser Valley	684	723
Greater Vancouver Regional District	5,670	6,069
Central Interior	898	936
South-Eastern Interior	119	142
Northern Interior	149	168
Other	528	548
TOTAL	10,640	11,363

Table 108
SAFER Increases for Allowable Rent Levels, 1977 to 1982

		Singles	Couples and Sharers
July	1982	$330	$365
July	1981	265	295
March	1980	225	245
September	1978	205	225
July	1977	175	200

Table 109
Average SAFER benefits, 1978-79 to 1982-83

	Singles	Couples	Sharers
1982-83	$75.11	$40.99	$18.07
1981-82	59.19	23.37	6.87
1980-81	53.74	16.68	5.93
1979-80	53.66	23.61	10.78
1978-79	50.82	24.40	12.59

Table 110
SAFER Expenditures, 1978-79 to 1982-83

Year	Expenditure
1982-83	$8,540,798
1981-82	7,398,381
1980-81	7,522,486
1979-80	7,399,336
1978-79	7,808,859

BUS PASSES

This program provides subsidized bus passes to aid and encourage the mobility of eligible, low income senior citizens and adults who receive GAIN for Handicapped benefits. All holders of Ministry of Human Resources bus passes travel without payment of fares on one of the local transit systems in the province, according to the area of residence. The program operates under the Guaranteed Available Income for Need Act (section 3, a and c) and the Ministry of Human Resources Act.

The Bus Pass program commenced in 1967, at which time the Ministry distributed six-month passes to eligible residents in Greater Vancouver and Greater Victoria for a $5.00 semi-annual fee. In 1981 a new system was introduced to replace the six-month $5.00 passes with $10.00 passes for a full year. Also, residents in Greater Vancouver and Greater Victoria transit areas were required to have permanent photo identification, forming a two-part bus pass.

A further development in 1980, for the 1981 fare card year, was the extension of the Bus Pass Program to 17 British Columbia communities having local transit service. This extension to other communities in the province was in conjunction with BC Transit, and has since grown to 23 communities with local transit systems.

Bus passes are issued to:

- residents of British Columbia, 65 years or over, who are in receipt of the Federal Guaranteed Income Supplement and/or GAIN For Seniors supplement;
- residents of British Columbia, 60 years or over, who are in receipt of GAIN benefits; and
- residents of British Columbia, under 65 years of age who are in receipt of GAIN For Handicapped benefits.

Administrative costs, and a per pass subsidy of approximately half the regular user fee, are borne by the ministry, by means of contracts with the Capital Regional District (CRD), the Greater Vancouver Regional District (GVRD) and BC Transit. For 1982-83 the per pass subsidy was $143 annually for the Capital Regional District and $168 annually for the Greater Vancouver Regional District. The per pass subsidy for BC Transit in other communities was $80 annually. Net expenditures for the 1982-83 fiscal year totalled $4,470,393.

In the 1982 calendar year, 34,716 clients paid $20.00 each for the annual Ministry of Human Resources bus pass. The ministry in turn paid the transit operators $4,864,529.97 for those passes.

The number of people who held Ministry of Human Resources bus passes as of March 31, 1983 was 32,209. .
Passes were distributed as follows:

- Greater Vancouver (GVRD), 24,828;
- Greater Victoria (CRD), 4,785; and
- Other Communities (BC Transit), 2,596.

Table 111
Number of Bus Passes Issued and Payments, by District, 1982

District	Number of Passes	Payment for 1982
Capital Region (CRD)	5,526	$ 720,132.00
Greater Vancouver Region (GVRD)	26,611	3,975,269.00
Other Communities (BC Transit)	2,576	169,128.97

Table 112
Number of Bus Passes Issued, 1978 to 1983

March	1983	32,209
March	1982	32,982
March	1981	34,096
December	1980	32,638
June	1980	33,972
December	1979	31,930
June	1979	33,131
December	1978	32,100
June	1978	31,838

Seniors' Day Centres

The Seniors' Day Centres program provides grants to community-based drop-in centres for the elderly. The grants are provided under the statutory authority of the Guaranteed Available Income for Need Act (section 2).

The grants assist with building upkeep, ulitilities, staff costs, and program expenses. A modest membership fee is charged by some centres.

Grants provided during fiscal year 1982-83 totaled $869,028.

Senior Citizens' Counsellors

The Senior Citizens' Counsellors program helps senior citizens in British Columbia to be aware of services and programs available to them. The program is provided under the statutory authority of the Guaranteed Available Income for Need Act (section 2).

Senior Citizens' Counsellors are seniors who work as volunteers in their own communities. The number of counsellors throughout the province has grown from 30 in 1968, to 200 in 1983.

The counsellors provide services such as driving elderly people for medical appointments, visiting the lonely, advising on government programs, assisting with the completion of forms, helping to develop new community programs to meet the special needs of senior citizens, and providing information and referral services.

The volume of work and number of calls and interviews made by counsellors during a month vary according to geographic areas. Counsellors submit monthly reports for out-of-pocket expenses and may be reimbursed for up to $100.00 per month.

Counsellors are appointed on recommendations from regional managers. They have usually been involved in community work before retirement.

Counsellors work closely with their local ministry office. They update their knowledge of services, and changes in federal and provincial programs by attending workshops and seminars.

Upon appointment, counsellors attend a two-day orientation workshop in Victoria. Contact with other senior citizens' counsellors is maintained through monthly reports, letters, phone calls, the monthly newsletter 'Counsellor Reporter', and workshops.

Table 113
Senior Citizens' Counsellors, Expenditures, 1977-78 to 1982-83

Year	Expenditure
1982-83	$213,399 *
1981-82	234,775 *
1980-81	139,697
1979-80	126,125
1978-79	85,782

* Expenditures include the cost of all workshops.

SECTION VIII

Legislation

LEGISLATION

The Ministry of Human Resources administers the following legislation:

Ministry of Human Resources Act, RSBC 1979, Chapter 274.

This act establishes the jurisdiction of the Ministry of Human Resources over all matters relating to social and public welfare and income assistance.

Guaranteed Available Income for Need Act, RSBC 1979, Chapter 158, and Regulations (BC Regulation 479-76) and Amendments.

This act and regulations provide for essential financial assistance and social services for eligible individuals and families. The social services include day care, homemaker services, residential care, counselling and rehabilitation services.

Adoption Act, RSBC 1979, Chapter 4, and Regulations (BC Regulation 278-78) and Amendments.

The purpose of this act is to provide the same rights and privileges for adopted children as for children born to parents in a family.

Child Paternity and Support Act, RSBC 1979, Chapter 49.

This act provides the mothers of children born out of wedlock with the rights to obtain financial support for the children from the fathers.

Family and Child Service Act, SBC 1980, Chapter 11.

This act provides protection and care for children who are neglected, abused, abandoned, or living without proper supervision or guardianship.

Human Resources Facility Act, RSBC 1979, Chapter 185, and Regulations (BC Regulation 586-76) and Amendments.

This act and regulations authorize provincial grants to nonprofit organizations for the development of residential facilities or centres for children, disabled persons, and senior citizens.

Community Resource Board Act, RSBC 1979, Chapter 58.

This act empowers the government to establish Human Resource and Health Centres where the provincial income assistance programs, social services, and health services may be administered by boards composed of local citizens.

Social Workers Act, RSBC 1979, Chapter 389, and Regulations (BC Regulation 45-69).

This act permits the government to establish the Board of Registration for social workers.

Shelter Aid for Elderly Renters Act, RSBC 1979, Chapter 385, Regulations and Amendments.

This act provides for payment of monthly cash assistance to eligible residents of the province who receive Old Age Security benefits and pay rent.

Residence and Responsibility Act, RSBC 1979, Chapter 364.

This act requires municipalities to contribute to the costs of specific social assistance programs for persons in need.